

Care Coordination (CC)
Standardized Episodes of Care (SEOC)
Software Version 1.17.0
Administrative User Guide



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Revision History

NOTE: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

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Artifact Rationale

Per the Veteran-focused Integrated Process (VIP) Guide, the User's Guide is required to be completed prior to Critical Decision Point #2 (CD2), with the expectation that it will be updated as needed. A User Guide is a technical communication document intended to give assistance to people using a particular system, such as VistA end users. It is usually written by a technical writer, although it can also be written by programmers, product or project managers, or other technical staff. Most user guides contain both a written guide and the associated images. In the case of computer applications, it is usual to include screenshots of the human-machine interfaces, and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly. The User Guide is a mandatory, build-level document, and should be updated to reflect the contents of the most recently deployed build. The sections documented herein are required if applicable to your product.

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1. Introduction

The Care Coordination (CC) Standardized Episodes of Care (SEOC) is a reference database for managing care bundles for use by Veterans Information Systems and Technology Architecture (VistA) and other Department of Veterans Affairs (VA) systems. Services are grouped together within the SEOC system into bundles so that clinicians can add these bundles to patients consult records in a standardized fashion, reducing the amount of time spent manually entering consult instructions, and providing uniformity among the patient records and across facilities for how patient care is prescribed for similar complaints.

These bundles group together one or more services that are preselected for different specialties to be added to the consult records. In addition, the clinician is provided with information regarding prescribing rules and preauthorization requirements, so they can make the most informed decisions regarding patient care.

Additionally, SEOC data will be accessible outside of the VistA/Computerized Patient Record System (CPRS) system so that users of downstream applications will be accessing the centralized data, and SEOC descriptions, reducing the chances of disconnects.

1.1. Purpose

The purpose of this document is to provide instruction for utilizing the SEOC application to standardize and streamline consult management for Community Care.

1.2. Document Orientation

The *Care Coordination (CC) Standardized Episodes of Care (SEOC) v1.17.0 Administrative User Guide* will provide explanations of each screen and of all user interface options within the context of an easy-to-understand demonstration data scenario.

This document is also designed to provide the user with screen-by-screen “how to” information on the usage of CC SEOC.

1.2.1. Organization of the Manual

Section 1: Introduction

The Introduction section provides the purpose of this manual, an overview of the SEOC software, an overview of the software used, project references, contact information for the user to seek additional information, and an acronyms and abbreviations list for this manual.

Section 2: System Summary

The System Summary section provides a graphical representation of the equipment, communication, and networks used by the system, user access levels, how the software will be accessed, and contingencies and alternative modes of operation.

Section 3: Getting Started

Information for the Getting Started section provides a general walk-through of the system from initiation through exit, enabling the user to understand the sequence and flow of the system.

Section 4: Using the Software

This section gives the user the “how to” information to use SEOC, including many step-by-step procedures.

Appendix A: Troubleshooting

This section provides troubleshooting for the SEOC user.

Appendix B: Acronyms and Abbreviations

This section provides a list of acronyms and abbreviations found in this document.

Appendix C: JSON Instructions

This section provides instructions on how to convert the SEOC JSON file to an Excel file.

1.2.2. Assumptions

This guide was written with the following assumed experience/skills of the audience:

- The SEOC user has been assigned the user role of SEOC Viewer. The SEOC Viewer can view Active or Discontinued SEOCs on the Home Page. These users can View, Print, or Track Version Changes on selected SEOCs.
- User has Google Chrome and/or Internet Explorer 11 installed on their machine.

NOTE: Please note that SEOC is not fully 508 compliant in Microsoft Edge, so the VA will continue to support 508 in only Google Chrome and Internet Explorer 11.

- The SEOC user has basic knowledge of the SEOC system (such as the use of commands, menu options, and navigation tools).
- The SEOC user has been provided the appropriate active roles, menus, and security keys required for the SEOC User Interface (UI), as defined below in User Roles.
- The SEOC user is using SEOC to perform their daily consult creation workflow and perform the required SEOC functions.
- The SEOC user has validated access to the SEOC UI.
- The SEOC user has been provided training on the SEOC UI and has reviewed the User Guide.

1.2.3. Coordination

One Consult - Consult Toolbox 1.9.02 and above and the HealthShare Referral Manager (HSRM) depend on the availability of the SEOC System. Consult Toolbox 1.9.02 requires active SEOCs whereas HSRM requires active and discontinued SEOCs. Coordination between the One Consult – Consult Toolbox, HSRM, and SEOC team is necessary with any updates to SEOC.

1.2.4. Disclaimers

1.2.4.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.


1.2.4.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

1.2.5. Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

Table 1. Documentation Symbols and Descriptions

Symbol	Description
	CAUTION: Used to caution the reader to take special notice of critical information.

NOTE: Notes are used to inform the reader of general information including references to additional reading material.

1.2.6. References and Resources

Readers who wish to learn more about CPRS and CC SEOC should consult the [VA Software Document Library](#).

1.3. National Service Desk and Organizational Contacts

For issues related to the CC SEOC that cannot be resolved by this manual or the site administrator, please contact the National Service Desk at 855-NSD-HELP (673-4357).

2. System Summary

There was an immediate need to provide clinicians the ability to add care bundles quickly and consistently to a patient's consult record within VistA. SEOC provides this feature for a higher level of uniformity in patient care, easier access to appropriate services, based on initial

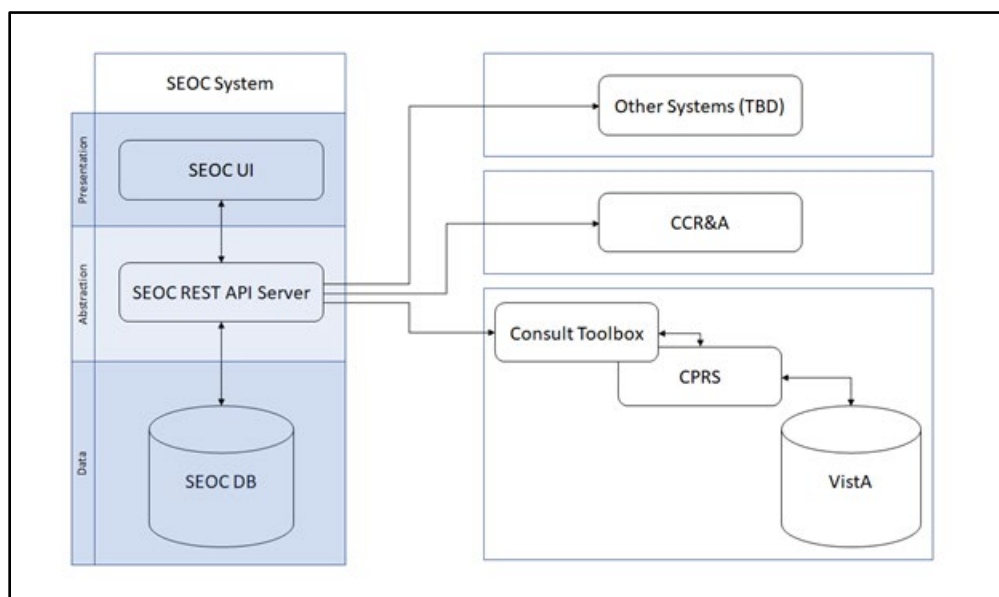
diagnoses, and the ability to better control care costs. SEOC allows clinicians to enhance the coordination of care for the Veteran.

The system contains SEOCs, or care bundles, that clinicians or other designated individuals can assign to VA patients. These bundles allow for the consistent use of procedures when certain conditions are diagnosed. This consistency allows the VA to effectively manage patient care and provides easier traceability.

2.1. System Configuration

The SEOC System is designed to be a simple reference database with a supporting SEOC API and User Interface (UI) layer. The SEOC system comprises three application tiers as shown below.

Figure 1: Overview of SEOC System



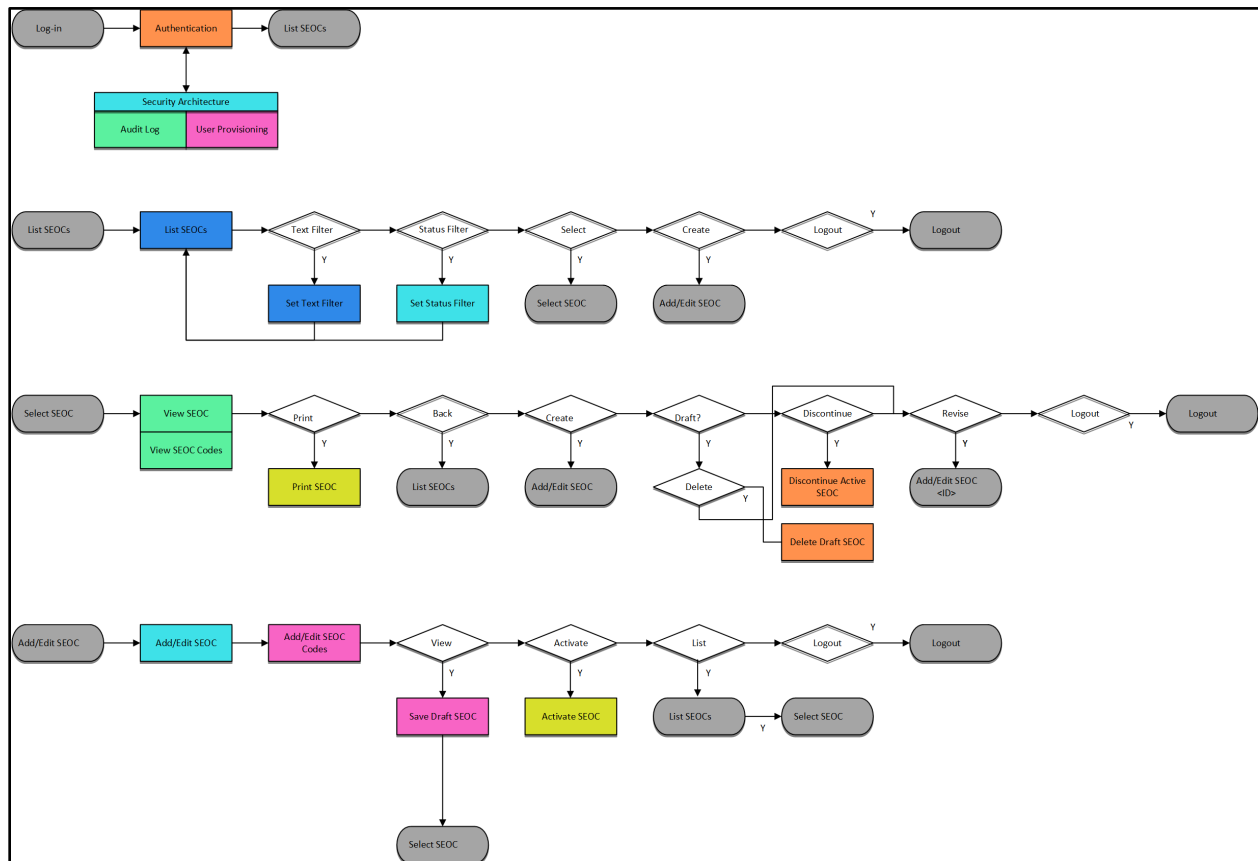
The first tier is the Data Tier. This tier contains SEOC data. SEOC uses Microsoft Structured Query Language (SQL) Server as the database. SEOC data consists of reference data, such as SEOC name, associated procedures, associated Current Procedural Terminology (CPT) codes, procedure durations, etc. Additionally, user role information is maintained within the tables, but no passwords or other credentials are stored. No PHI or PII is stored in the database. SEOC data is associated with patient data in the VistA consult record.

The second tier is the Abstraction Tier. This tier acts as the data broker for the SEOC system. It is a REST Application Programming Interface (API), built as a microservice hosted on container infrastructure (Docker Container). The API itself is built on the Spring MVC framework. The API receives web API calls that are forwarded to the database appropriately. Consuming applications can query the SEOC system through the SEOC REST API but will not be able to perform updated operations. The SEOC UI uses certificates to authenticate with the SEOC REST API to allow data modification within the SEOC system by authenticated users. Users are authenticated using SSOI. Additionally, a VistA/MUMPS patch is created to insert the SEOC associations into File # 123.

The third and final tier is the Presentation Tier. This tier consists of the SEOC UI, which provides a user interface for approved, authenticated users to maintain the SEOC collection. This application is a web application built as a microservice hosted on container infrastructure (Docker Container). The UI is built using the React.js JavaScript framework for web applications.

2.2. Data Flows

Figure 2: SEOC Data Flow Diagram



2.3. User Access Levels

SEOC user profiles comprise of the following “types of users”:

- **SEOC Content Authors:** The SEOC Content Authors are responsible for creating and update the content within the SEOC repository using the SEOC UI. These users are required to VA access rights and privileges and will sign on to the SEOC application using their SSOI credentials (typically their PIV and access code).
- **CPRS Clinicians** that are responsible for documenting patient consult records. These clinicians utilize the SEOC content as part of their daily consult creation workflow such that they will add a SEOC bundle to the patient consult record which will provide for a standardized documentation and care plan approach across the VA for these consults.

- SEOC data is also accessible to other external consumers in the future (in addition to CPRS users). The SEOC API is a RESTful API that other (to be determined) users will have access to use.

2.4. Continuity of Operation

The SEOC system is maintained by Enterprise Operations (EO). The continuity of operations is managed by EO.

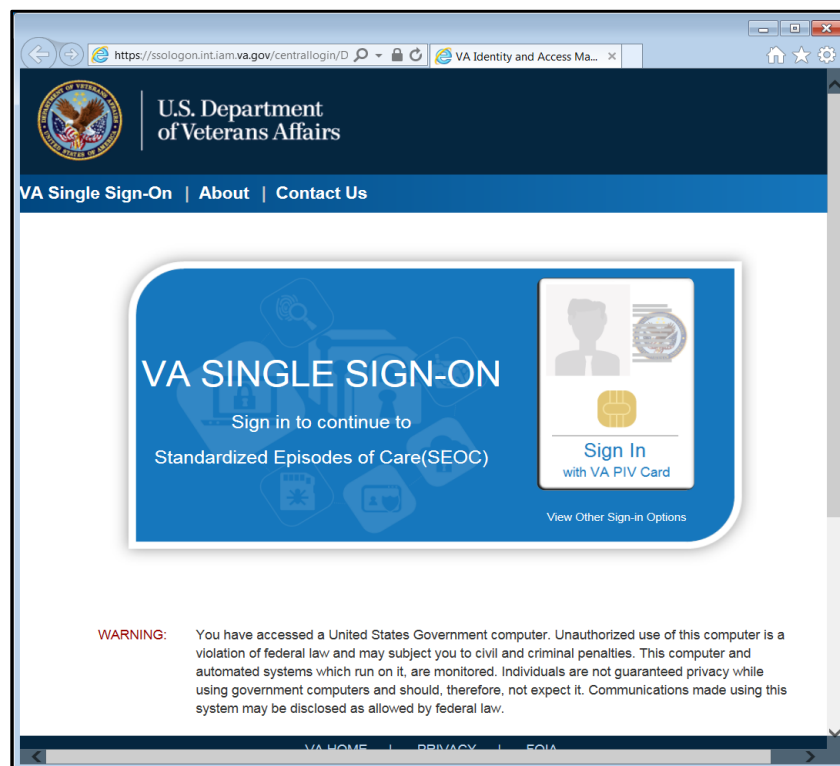
3. Getting Started

This section provides a general walkthrough of CC SEOC from initiation through exit for SEOC Viewer users.

3.1. Logging On

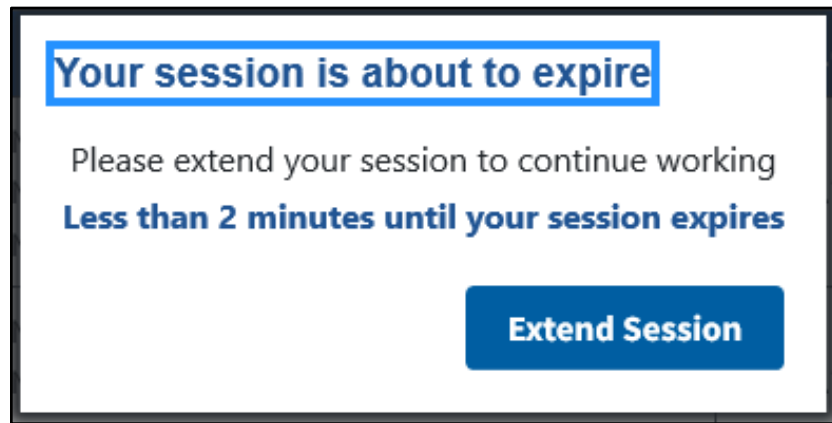
CC SEOC is accessed using the VA Single Sign-On Internal (SSOi) log in using the following URL: <https://seoc.va.gov/>

Figure 3: VA Single Sign-On for SEOC



NOTE: After 15 minutes of inactivity the system will automatically log you out. After 13 minutes of inactivity the system will prompt you to extend your session.

Figure 4: Session Timeout Warning



NOTE: The current session is refreshed when a **Request is Made to the API**, a **SEOC is updated**, a **Search or Filter is performed**, or any fields for a **User or Billing Code** are updated.

3.2. System Menu

The Standardized Episodes of Care dashboard offers several features: **Filter by Billing Code**, **Filter by Service Line**, **Filter by Status**, **Filter by Name**, **Import SEOCs**, **Export**, **Manage**, **Edit Disclaimer**, **View Selected SEOC**, and **Draft New SEOC**. The home page also displays the username at the top right of the page.

Figure 5: Standardized Episodes of Care Dashboard

The screenshot shows the "Standardized Episodes of Care" dashboard. At the top left is the "VA COMMUNITY CARE" logo. Below it, it says "SEOC ADMINISTRATOR" and "VERSION 1.17.0". The main title "Standardized Episodes of Care" is in the center. To the right, there are four filter sections: "Filter by Billing Code", "Filter by Service Line", "Filter by Status", and "Filter by Name (contains)". Each filter has a search input and a magnifying glass icon. Below the filters, it says "1406 Items Page 1 of 157". To the right of this is a pagination bar with buttons for "1", "2", "3", "Next", and "157". The main content is a table with the following columns: "Service Line", "SEOC Name", "Version", "Effective Date", "End Date", and "Status". The table contains several rows of data, including "Audiology" and "Audiology Cochlear Implant Annual Follow Up". At the bottom of the dashboard, there are six buttons: "IMPORT SEOCs", "EXPORT", "MANAGE", "EDIT DISCLAIMER", "VIEW SELECTED SEOC", and "DRAFT NEW SEOC".

Service Line	SEOC Name	Version	Effective Date	End Date	Status
AUD	Audiology	1.0.1	11-01-2017	12-07-2018	DISCONTINUED
AUD	Audiology Cochlear Implant Annual Follow Up	1.3.7	11-20-2021		ACTIVE
AUD	Audiology Cochlear Implant Annual Follow Up	1.3.6	11-05-2021	11-20-2021	DISCONTINUED
AUD	Audiology Cochlear Implant Annual Follow Up	1.3.5	01-04-2021	11-05-2021	DISCONTINUED
AUD	Audiology Cochlear Implant Annual Follow Up	1.3.4	10-01-2020	01-04-2021	DISCONTINUED
AUD	Audiology Cochlear Implant Annual Follow Up	1.3.3	07-28-2019	10-01-2020	DISCONTINUED
AUD	Audiology Cochlear Implant Annual Follow Up	1.3.2	01-02-2019	07-28-2019	DISCONTINUED
AUD	Audiology Cochlear Implant Annual Follow Up	1.3.1	12-07-2018	01-02-2019	DISCONTINUED
AUD	Audiology Cochlear Implant Annual Follow Up_Revision	REVISION			IN-PROGRESS



CAUTION: To view the list of SEOCs using a keyboard interface with assistive technology, you will need to use the “Tab” key to navigate through the list.

Standardized Episodes of Care table fields:

- **Service Line** – A broad category of care for the services and procedures included which is intended to be used to group and filter SEOCs for easier accessibility. A standardized three-letter abbreviation of the service line is included at the beginning of the SEOC ID.
- **SEOC Name** – A unique title that categorizes a SEOC by specialty/subspecialty or area of clinical practice.
- **Version** – The version number of the SEOC. The version number is formatted A.B.C where the first digit will be 1, the second digit is the number of published SEOCs in the same Category of Care when a new SEOC is activated, and the third digit is a serialized revision number.
- **Effective Date** – The date the SEOC status was made from In-Progress to Active.
- **End Date** – The date the SEOC status was discontinued.
- **Status** – The SEOC statuses are as follows:
 - **Active:** When a SEOC is Active, it will be available for all end users (e.g., API users, scheduling, payment, and auditing purposes).
 - **Date Hold:** When the SEOC status is Date Hold, it is pending and set for activation on a designated future date. This status is only available for SEOC Administrative users for editing purposes.
 - **Discontinued:** When a SEOC is Discontinued, read-only users will not have access to the discontinued SEOC in the SEOC Database and or the scheduling interface. However, the discontinued version will still be available for payment and auditing purposes. Discontinued SEOCs will remain in the SEOC database for up to six (6) years in the central repository.
 - **In-Progress:** The SEOC is available for editing purposes by the Administrators and Authors prior to activation. These SEOCs will not be available via SEOC Database API.

3.3. Changing User ID and Password

If you need to change your user password, you will need to contact your local PIV office.

3.4. Exit System

If you are finished working, log out of VA Single Sign-On and close any secure sessions that may still be open by selecting the **Logout** button.

4. Using the Software

The CC SEOC provides user functionality for the following items:

- **Manage Users**
 - **Filtering Users**
 - **Filter Users by Role**
 - **Filter Users by User Name or VA Network ID**
 - **Delete a Selected User**
 - **Edit a Selected User**
 - **Add a New User**
- **Importing SEOCS**
- **Exporting Data**
 - **Export the SEOC Data to a JSON File**
 - **Export the VA PreCert Webpage to a JSON File**
- **Manage Billing Codes**
 - **Search for a Billing Code**
 - **Deleting Billing Codes**
 - **Editing Billing Codes**
 - **Return to SEOC List**
 - **Exit Maintenance Mode**
 - **Extend the Current Session**
 - **Edit the General Disclaimer**
 - **Deactivate the General Disclaimer**
- **Viewing SEOCS**
 - **View a Selected SEOC**
 - **View Filtered SEOCS**
 - **Filter SEOCS by Billing Code**
 - **Filter SEOCS by Service Line**
 - **Filter SEOCS by Status**
 - **Filter SEOCS by Name**
 - **Sort SEOCS Alphabetically by Name**
 - **Discontinue a SEOC**
 - **Print a SEOC**
 - **Invalid Characters**
 - **Show Invalid Characters**
 - **Fix Invalid Characters**
 - **Track Version Changes**
- **Draft a New SEOC**

- **Edit an In-Progress SEOC**
- **Activate an In-Progress SEOC**
- **Delete an In-Progress SEOC**
- **Pending Revisions**
 - **Create a Revision**
 - **Activate a Revision**
 - **Revert a Date Hold SEOC Back to In-Progress**

4.1. Manage Users

The SEOC Admin UI supports the following user roles:

- **Viewer:** Read-Only. This user will only see **Active** or **Discontinued SEOCs** on the **Home Page**. They are only able to **View**, **Print**, or **Track Version Changes** on selected SEOCs. This user will not see **Provider Codes** on the **View SEOC Page**, the **Track Changes Page**, and the **Print SEOC Page**. Also, by default the SEOC List will show only Active SEOCs for this user.
- **Analyst:** Has all the privileges of the **Viewer** but can also view **Date Hold SEOCs**. They can also **Export SEOC Data** or **Export VA PreCert Webpage Data** to a JSON file.
- **Author:** Has all the privileges of the **Viewer** but can also view **In-Progress** or **Date Hold SEOCs**. They can also **Draft a New SEOC**, **Create Pending Revisions**, **Delete SEOCs**, or **Edit SEOCs**. This user will see **Provider Codes** on the **View SEOC Page**, the **Track Changes Page**, and the **Print SEOC Page**.
- **Publisher:** Has all the privileges of the **Author** but can also **Activate** or **Discontinue SEOCs**, **Export SEOC Data** or **Export VA PreCert Webpage Data** to a JSON file and **Edit the General Disclaimer**.
- **Coder:** Has all **Publisher** capabilities, and can manage billing codes, but CANNOT activate, deactivate, reactivate, or modify activation.
- **Administrator:** Has all the privileges of the **Publisher**, but can also open the **User Management** page, **Add New Users**, **Edit Users**, or **Delete Users**. However, an Administrator can't modify their own privileges. This ensures there will always be at least one **Administrator**.

To manage users for the SEOC Admin UI, follow the steps listed below:

1. As an **Administrator** on the SEOC Admin home page, select **Manage Users** from the **Manage** menu. The **User Management** window displays.

Figure 6: User Management

VA COMMUNITY CARE

SEOC ADMINISTRATOR
VERSION 1.17.0

User Management

Filter by Role: ALL

Filter by Name (contains): Filter by Name

User Name	Role	VA Network ID	Domain
mw22120333	ADMINISTRATOR	MWT2	222
mwtest2535	ANALYST	456TEST4	6542
New User	VIEWER	NEWUSERID	DEV

RETURN TO SEOC LIST DELETE SELECTED USER EDIT SELECTED USER ADD NEW USER

4.1.1. Filtering Users

4.1.1.1. Filter Users by Role

To filter the list of users in SEOC by role, follow the steps listed below:

1. From the SEOC Admin home page, select **Manage**. The **Manage** dialog box displays.

Figure 7: Filter Users by Role

Manage

MANAGE USERS

MANAGE BILLING CODES

Close

2. Select **Manage Users**. The **User Management** window displays.
3. From the **Filter by Role** drop-down menu, select **All**, **Viewer**, **Analyst**, **Author**, **Coder**, **Publisher**, or **Administrator** to filter the list of users by role. The list refreshes to display the role selected.

Figure 8: Filter Users by Role

The screenshot shows the 'User Management' page in the VA Community Care SEOC Administrator interface. The page title is 'User Management' and the version is 'VERSION 1.16.0'. The user is logged in as 'vacoScorcg (Admin)'. There are two filter fields: 'Filter by Role' and 'Filter by Name (contains)'. The 'Filter by Role' dropdown menu is open, showing the following options: ALL, VIEWER, ANALYST, AUTHOR, CODER, PUBLISHER, and ADMINISTRATOR. The 'Filter by Name' field is empty. Below the filters is a table with the following columns: User Name, Role, VA Netw, and Domain. The table contains 13 rows of user data.

User Name	Role	VA Netw	Domain
test 508 user	VIEWER	NONE	NONE
test 508abcd	VIEWER	A	B
test 508user	VIEWER	ABCD1234	ABCD1234
test abcd508	VIEWER	S	E
test user	VIEWER	TESTUSER	DEV
TEST User 2	VIEWER	TESTUSER2	DEV
test11111111	ANALYST	TTTT	TTTTT
test923	VIEWER	11111	11111
testa	VIEWER	423342	34343
Tester	VIEWER	TESTER	DEV
TestPaul 923	VIEWER	12345	123454

At the bottom of the page, there are four buttons: 'RETURN TO SEOC LIST', 'DELETE SELECTED USER', 'EDIT SELECTED USER', and 'ADD NEW USER'.

4.1.1.2. Filter Users by User Name or VA Network ID

To filter the list of users in SEOC by user name or VA network ID, follow the steps listed below

1. From the SEOC Admin home page, select **Manage Users**. The **User Management** window displays.
2. From the **User Management** page, enter the User Name or VA Network ID of the user in the **Filter by Name (contains)** field.

Figure 9: Filter by Name Field

The screenshot shows the 'User Management' page in the VA Community Care SEOC Administrator interface. The page title is 'User Management' and the version is 'VERSION 1.17.0'. The user is logged in as 'vacoScorcg (Admin)'. There are two filter fields: 'Filter by Role' and 'Filter by Name (contains)'. The 'Filter by Role' dropdown menu is open, showing the following options: ALL, VIEWER, ANALYST, AUTHOR, CODER, PUBLISHER, and ADMINISTRATOR. The 'Filter by Name' field is empty. Below the filters is a table with the following columns: User Name, Role, VA Netw, and Domain. The table contains 13 rows of user data.

User Name	Role	VA Netw	Domain
test 508 user	VIEWER	NONE	NONE
test 508abcd	VIEWER	A	B
test 508user	VIEWER	ABCD1234	ABCD1234
test abcd508	VIEWER	S	E
test user	VIEWER	TESTUSER	DEV
TEST User 2	VIEWER	TESTUSER2	DEV
test11111111	ANALYST	TTTT	TTTTT
test923	VIEWER	11111	11111
testa	VIEWER	423342	34343
Tester	VIEWER	TESTER	DEV
TestPaul 923	VIEWER	12345	123454

At the bottom of the page, there are four buttons: 'RETURN TO SEOC LIST', 'DELETE SELECTED USER', 'EDIT SELECTED USER', and 'ADD NEW USER'.

3. Select the **Search** button. The **Filter by Name Results** display.

Figure 10: Filter by Name Results

The screenshot shows a web browser window with the 'User Management' page. The page has a header with the 'VA COMMUNITY CARE' logo and a 'Logout (Admin)' link. Below the header, there's a 'Filter by Role' dropdown set to 'ALL' and a 'Filter by Name (contains)' search box with 'test' entered. A table displays the search results:

User Name	Role	VA Network ID	Domain
mwtest2535	ANALYST	456TEST4	6542
Test User	ADMINISTRATOR	SEOCSYSTEMUSER	DEV

At the bottom of the page, there are four buttons: 'RETURN TO SEOC LIST', 'DELETE SELECTED USER', 'EDIT SELECTED USER', and 'ADD NEW USER'.

4.1.2. Delete a Selected User

To delete a user from the User Management list, follow the steps listed below:

1. From the SEOC Admin home page, select **Manage Users**. The **User Management** window displays.
2. From the list of users, select the user that you would like to delete.
3. Select **Delete Selected User**. A message displays confirming that you would like to delete the user.

Figure 11: Confirm User Deletion

The screenshot shows a confirmation dialog box with a blue border. The text inside reads: 'Test User, January 2021 will be permanently deleted'. There is a close button (X) in the top right corner. At the bottom, there are two buttons: 'Cancel' and 'Confirm Deletion'.

4. Select **Confirm Deletion**. The **User** will be deleted from the **User List** and a confirmation message will display.

Figure 12: User Deleted Confirmation Message

The screenshot shows the 'User Management' window in the VA Community Care system. At the top, there's a navigation bar with the VA logo and 'SEOC ADMINISTRATOR' role. Below this, a confirmation message is displayed: 'The user Test User, January 2021 has been deleted'. Below the message is a table with two rows of user data. At the bottom, there are four buttons: 'RETURN TO SEOC LIST', 'DELETE SELECTED USER', 'EDIT SELECTED USER', and 'ADD NEW USER'.

User Name	Role	VA Network ID	Domain
mwtest2535	ANALYST	456TEST4	6542
New User	VIEWER	NEWUSERID	DEV

NOTE: The confirmation message can be dismissed by selecting the X button.

4.1.3. Edit a Selected User

To edit a user in SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select **Manage Users**. The **User Management** window displays.
2. From the list of users, select the user that you would like to edit.
3. Select **Edit Selected User**. The **Edit User** form will display, populated with the selected **User** information.

Figure 13: Editable User Fields

The screenshot shows the 'Edit Selected User' form. It includes a search bar with 'test' entered, and a table with user details. The 'User Name' field is highlighted with a red border and a character count. The 'Role' field is a dropdown menu. The 'VA Network ID' and 'Domain' fields are also highlighted with red borders and character counts. At the bottom, there are 'CANCEL' and 'SAVE' buttons.

User Name (32 characters remaining)	Role	VA Network ID (15 characters remaining)	Domain (22 characters remaining)
Test User, January	AUTHOR	SEOCAUTHOR	DEV

4. Edit the **User Name**, **Role**, **VA Network ID**, and **Domain** fields as needed.
5. Select **Save**. The updated user will display in the list of users.

Figure 14: Updated User Displayed in the User List

The screenshot shows the 'User Management' page in the VA Community Care SEOC Administrator. A green confirmation message at the top states: 'The user Test User, January 2021 has been saved'. Below this is a table with the following data:

User Name	Role	VA Network ID	Domain
Test User	ADMINISTRATOR	SEOCSTSEUSER	DEV
Test User, January 2021	AUTHOR	SEOCAUTHOR	DEV

At the bottom of the table are four buttons: 'RETURN TO SEOC LIST', 'DELETE SELECTED USER', 'EDIT SELECTED USER', and 'ADD NEW USER'. The page also includes a search bar with 'test' entered and a 'Filter by Role' dropdown set to 'ALL'.

NOTE: If any of the fields are not populated, or if **VA Network ID** or **Domain** have characters other than letters and numbers, an error message will display when you select **Save**.

NOTE: Both the error message and the confirmation message can be dismissed by selecting the **X** button.

4.1.4. Add a New User

To add a new user from the User Management list, follow the steps listed below:

1. From the SEOC Admin home page, select **Manage**, and select **Manage Users**. The **User Management** window displays.
2. Select **Add New User**. The **Add New User** form displays.

Figure 15: Add New User

The screenshot shows the 'Add New User' form in the 'User Management' section. The form includes a table with the following fields:

User Name (50 characters remaining)	Role	VA Network ID (25 characters remaining)	Domain (25 characters remaining)
	VIEWER		

At the bottom right of the form are two buttons: 'CANCEL' and 'SAVE'. The page also features a search bar with 'test' and a 'Filter by Role' dropdown set to 'ALL'. A note at the top left of the form states: '*All fields are required'.

3. In the **User Name** field, which is required, enter the users name.
4. From the **Role** menu, which is required, select **Viewer, Analyst, Author, Coder, Publisher, or Administrator**.
5. In the **VA Network ID** field, which is required, enter the name of the VA network.
6. In the **Domain** field, which is required, enter the name of the domain.
7. Select the **Save** button. The new **User** will appear in the **User List** and a confirmation message will display.

Figure 16: New User Added to the List

The screenshot shows the 'User Management' page in the VA Community Care system. At the top, there's a navigation bar with the VA logo and 'VA COMMUNITY CARE' text. Below this, the page title 'User Management' is displayed. To the right of the title, there are filters: 'Filter by Role' (set to 'ALL') and 'Filter by Name (contains)' (set to 'test'). A confirmation message at the top states: 'The user Test User, January has been added'. Below this, a table lists the users. The table has four columns: 'User Name', 'Role', 'VA Network ID', and 'Domain'. The first row shows 'Test User' with role 'ADMINISTRATOR', VA Network ID 'SEOCSYSTEMUSER', and Domain 'DEV'. The second row shows 'Test User, January' with role 'AUTHOR', VA Network ID 'SEOCAUTHOR', and Domain 'DEV'. At the bottom, there are four buttons: 'RETURN TO SEOC LIST', 'DELETE SELECTED USER', 'EDIT SELECTED USER', and 'ADD NEW USER'.

User Name	Role	VA Network ID	Domain
Test User	ADMINISTRATOR	SEOCSYSTEMUSER	DEV
Test User, January	AUTHOR	SEOCAUTHOR	DEV

NOTE: If any of the fields are not populated, **VA Network ID** or **Domain** have characters other than letters and numbers, or if **User Name** has a backslash character, an error message will display when you select **Save**.

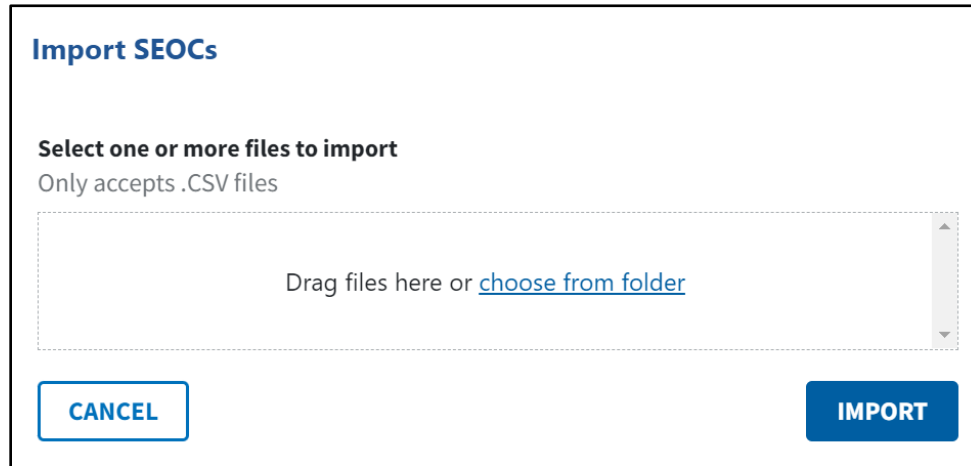
NOTE: Both the error message and the confirmation message can be dismissed by selecting the **X** button.

4.2. Importing SEOCs

To import a SEOC or multiple SEOCs, follow the steps listed below:

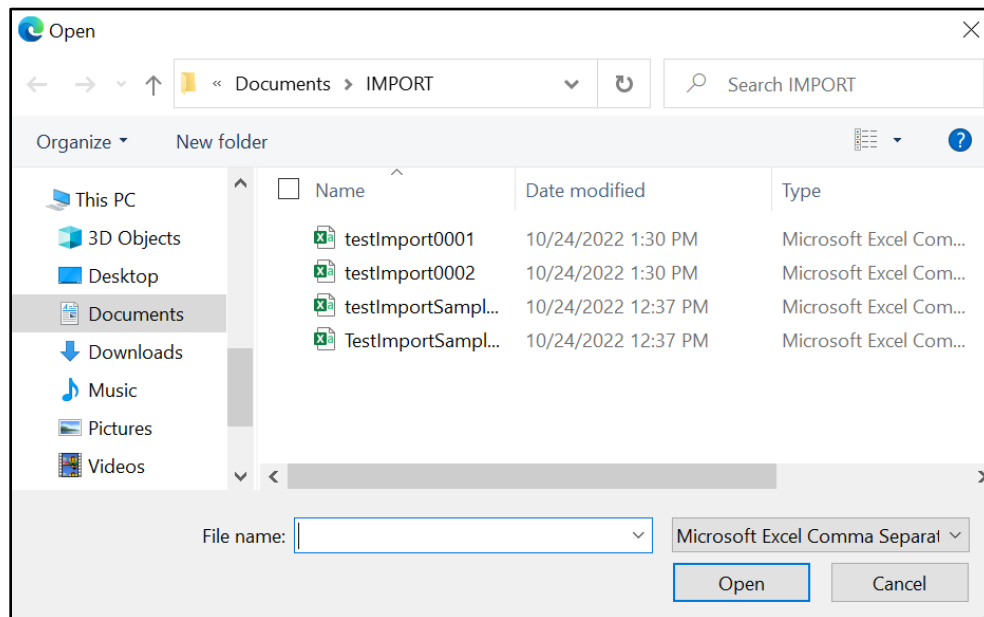
1. From the SEOC Admin home page, select **Import SEOCs**. The **Import SEOCs** dialog box displays.

Figure 17: Import SEOCs Dialog Box



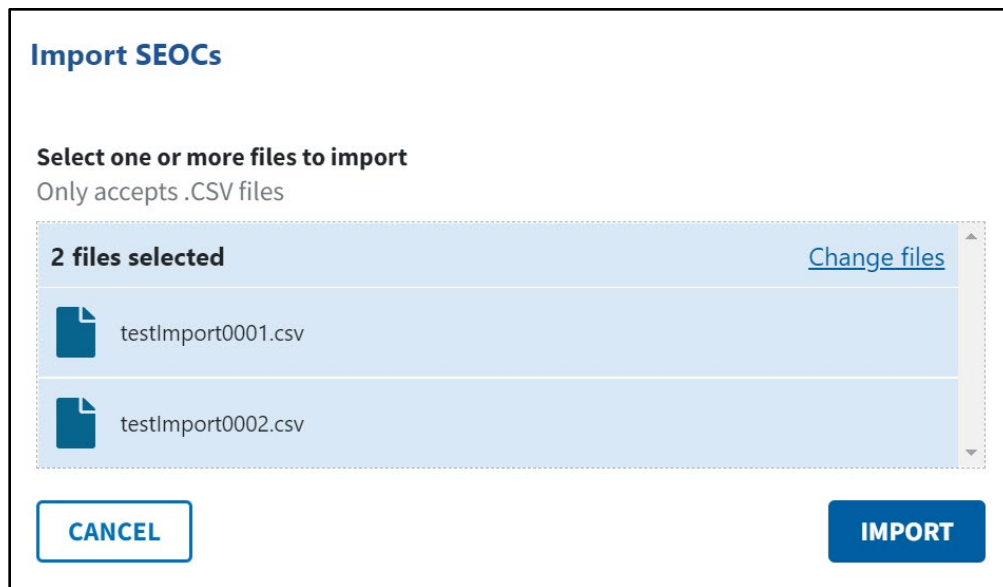
2. To select one or more files, drag and drop the files or select **choose from folder** to open **File Explorer**. It is important to note that SEOC only accepts .CSV files.

Figure 18: Import File Explorer



3. From **File Explorer**, select one or more files to import and select **Open**. The selected files display in the dialog box.

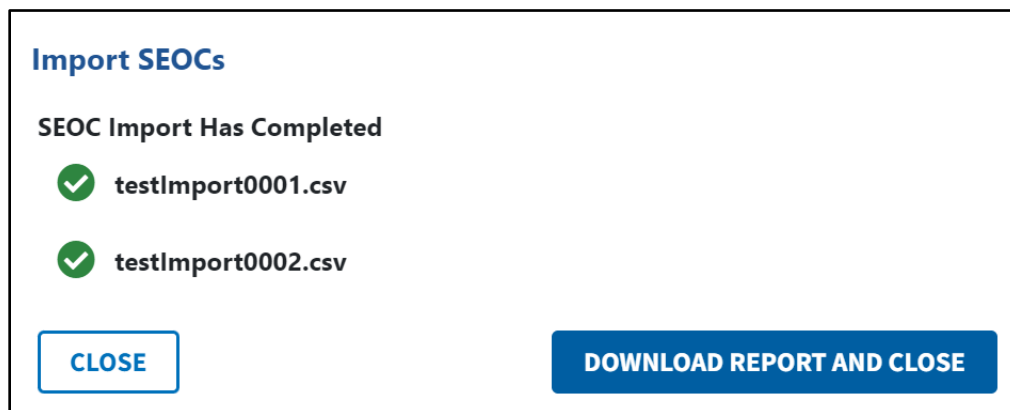
Figure 19: Selected Import SEOCs Dialog Box



NOTE: To change the selected files, select **Change Files** to open **File Explorer** and select new files.

4. Select **Import**. A message displays confirming the SEOC import was successfully completed.

Figure 20: SEOC Import Completion Message



5. Select **Close** to return to the SEOC dashboard. To download and save the file report, select **Download Report and Close**.

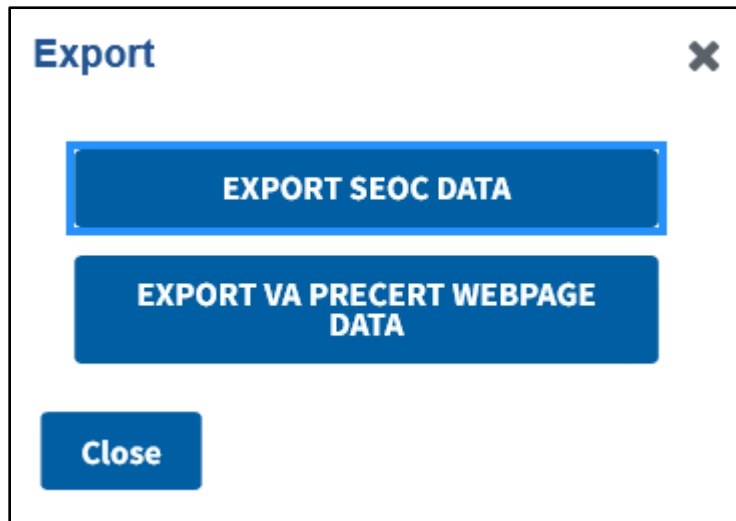
4.3. Exporting Data

4.3.1. Export the SEOC Data to a JSON File

To export the **SEOC Data**, follow the steps listed below:

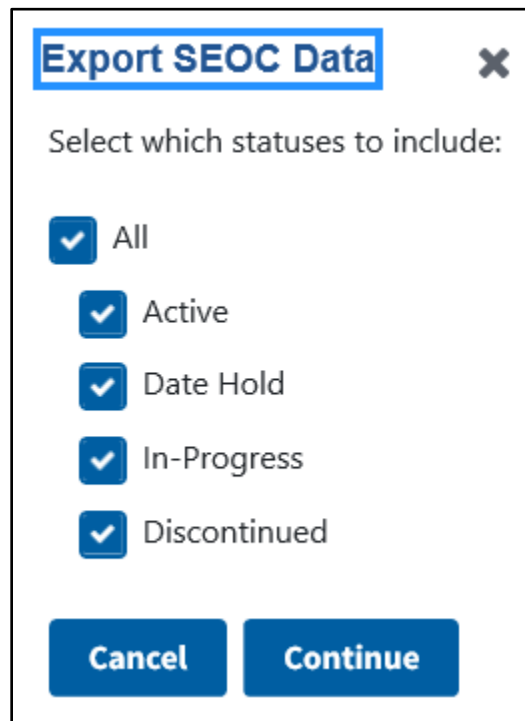
1. As an **Analyst, Coder, Publisher, or Administrator** on the SEOC Admin home page, select **Export**. The **Export SEOC Options** dialog box displays.

Figure 21: Export SEOC Options



2. Select **Export SEOC Data**. The **Export SEOC Data Status** options dialog box displays.

Figure 22: Export SEOC Data Status Options



3. Select which status options to include in the export and select **Continue**. The SEOC data will be exported to a JSON file that you will need to save.

NOTE: *If no SEOCs match the export criteria, the following message will display “No SEOCs found that match your export request, please select different options to export SEOCs.”.*

NOTE: *Please refer to Appendix A for additional steps on converting the JSON file into an Excel file.*

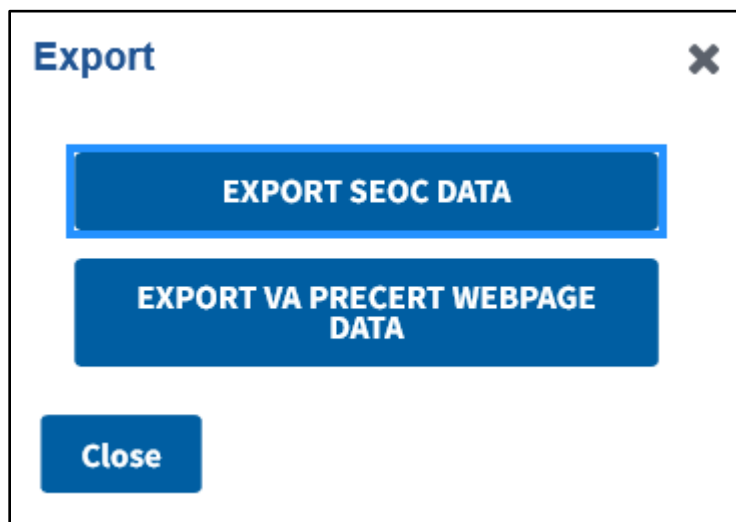
4.3.2. Export the VA PreCert Webpage Data to a JSON File

For all users who can **Export SEOC Data**, the **SEOC Admin UI** also allows them to export the data required for the **VA PreCert Webpage**.

To export the **SEOC PreCert Data**, follow the steps listed below:

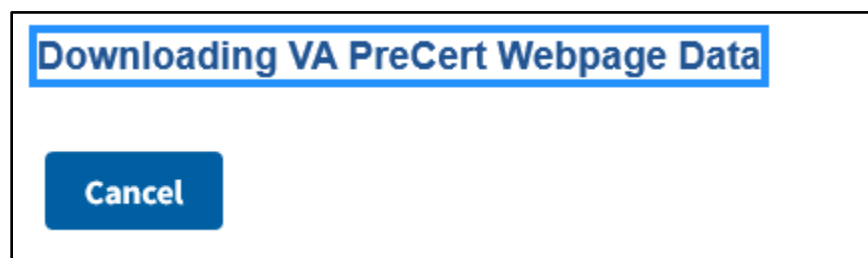
1. As an **Analyst, Coder, Publisher, or Administrator** on the SEOC Admin home page, select **Export**. The **Export SEOC Options** dialog box displays.

Figure 23: Export SEOC Options



1. Select **Export VA PreCert Webpage Data**. The **Downloading VA PreCert Webpage Data** message displays.

Figure 24: Downloading VA PreCert Webpage Data Message



The SEOC data will be exported to a JSON file that you will need to save. If needed, select **Cancel** on the dialog to cancel the data download.

NOTE: Please refer to Appendix A for additional steps on converting the JSON file into an Excel file.

4.4. Managing Billing Codes

NOTE: When updating the Billing Codes, SEOC will go into maintenance mode. SEOC users will be unable to update the system until the Admin has completed managing the billing codes.

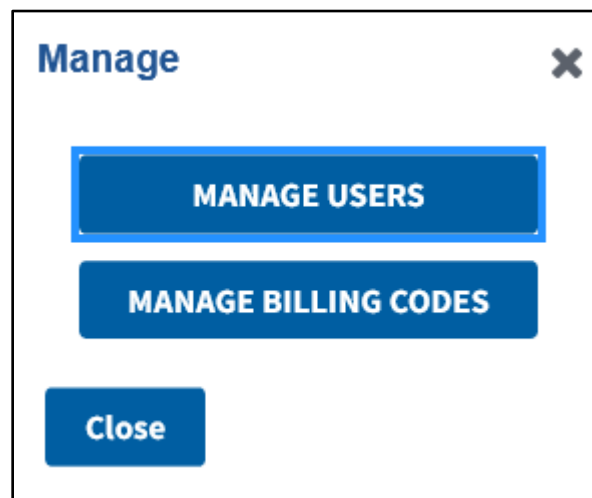
NOTE: Maintenance mode can be turned off by any Admin.

NOTE: When you select on Return to SEOC list from Billing Code Management, it will automatically turn maintenance mode off.

To manage the billing codes in SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select **Manage**. The **Manage** dialog box displays.

Figure 25: Manage Dialog Box



2. From the **Manage** dialog box, select **Manage Billing Codes**. The **Billing Code Management** window displays.

Figure 26: Billing Code Management

VA COMMUNITY CARE

Maintenance Mode set by [redacted]

Logout (MAINT)

SEOC ADMINISTRATOR
VERSION 1.17.0

Billing Code Management

Search by Billing Code

Search by billing code

12385 Items Page 1 of 1377

Billing Code	Type	Description	PreCert Required
0000LW2	CPT	bc test 2	Yes
00012	CPT	New Billing Code 2022	No
00015M	CPT	Adrenal cortical tumor, biochemical assay of 25 steroid markers, utilizing 24-hour urine specimen and clinical parameters, prognostic algorithm reported as a clinical risk and integrated clinical steroid risk for adrenal cortical carcinoma, adenoma, or other adrenal.	No
00016M	CPT	Oncology (bladder), mRNA, microarray gene expression profiling of 209 genes, utilizing formalin-fixed paraffin-embedded tissue, algorithm reported as molecular subtype (luminal, luminal infiltrated, basal, basal claudin-low, neuroendocrine-like)	Yes
00017M	CPT	Oncology (diffuse large B-cell lymphoma [DLBCL]), mRNA, gene expression profiling by fluorescent probe hybridization of 20 genes, formalin-fixed paraffin-embedded tissue, algorithm reported as cell of it's a new day	Yes
0001U	CDT	Red blood cell antigen typing, DNA, human erythrocyte antigen gene analysis of 35 antigens from 11 blood groups, utilizing whole blood, common RBC alleles reported xxxxxxxxyyyy	No

RETURN TO SEOC LIST DELETE BILLING CODE DEFINE NEW BILLING CODE EDIT BILLING CODE

NOTE: This will place the application into Maintenance Mode for all users. While Maintenance Mode is active, users will be unable to save **SEOC** information or navigate to the **User Management Page**. To exit Maintenance Mode, select **Return to SEOC List**. If you exit SEOC or time out before exiting Maintenance Mode, when you log back in to SEOC select **Turn Off Maintenance Mode**.

4.4.1. Search for a Billing Code

To search for a **Billing Code**, follow the steps listed below.

1. From the SEOC Admin home page, select **Manage**. The **Manage** dialog box displays.

Figure 27: Manage Dialog Box

Manage

MANAGE USERS

MANAGE BILLING CODES

Close

- From the **Manage** dialog box, select **Manage Billing Codes**. The **Billing Code Management** window displays.

Figure 28: Billing Code Management

The screenshot shows the 'Billing Code Management' window. At the top, there is a 'Maintenance Mode set by' banner. Below it, the 'SEOC ADMINISTRATOR' header is visible. A search bar labeled 'Search by Billing Code' is present. The main content area displays a table with 9868 items (Page 1 of 1097). The table has four columns: 'Billing Code', 'Type', 'Description', and 'PreCert Required'. The first few rows are visible, showing codes like 000001A1AX, 000001ABCD, 0000222, 0007U, 000LW, and 00100. At the bottom, there are buttons for 'RETURN TO SEOC LIST', 'DELETE BILLING CODE', and 'EDIT BILLING CODE'.

Billing Code	Type	Description	PreCert Required
000001A1AX	CPT	added to lwseoc	No
000001ABCD	DRG	test123...	No
0000222	HIPPS	test2_	No
0007U	CPT	Genotox Laboratories, LTD -proprietary ToxProtect™ - Drug test(s), presumptive, with definitive confirmation of positive results, any number of drug classes, urine, includes specimen verification including DNA authentication in comparison to buccal DNA, per date of service	No
000LW	CPT	lwseoc	No
00100	CPT	Anesthesia for procedures on salivary glands, including biopsy	No

- In the **Search by Billing Code** field, enter the billing code to search.
- Press **Enter** or select the **Search** button. The table will display all rows where the **Billing Code** column starts with the text you entered.

Figure 29: Search Billing Codes Results

The screenshot shows the 'Billing Code Management' window after a search for '00100'. The search bar now contains '00100'. The table below shows only one result (Page 1 of 1). The table has four columns: 'Billing Code', 'Type', 'Description', and 'PreCert Required'. The single row shows the code '00100', type 'CPT', description 'Anesthesia for procedures on salivary glands, including biopsy', and 'PreCert Required' as 'No'. At the bottom, there are buttons for 'RETURN TO SEOC LIST', 'DELETE BILLING CODE', and 'EDIT BILLING CODE'.

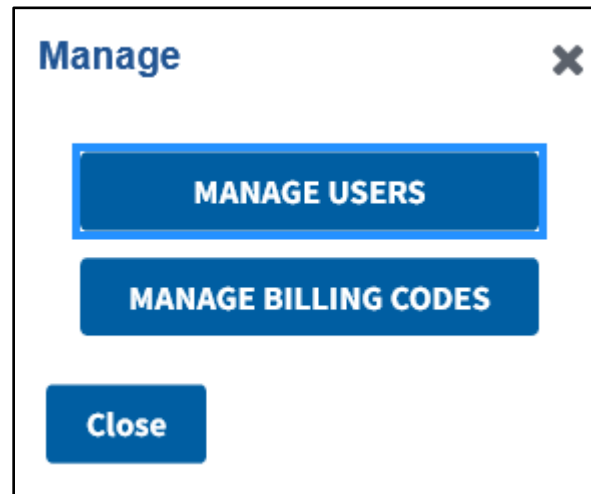
Billing Code	Type	Description	PreCert Required
00100	CPT	Anesthesia for procedures on salivary glands, including biopsy	No

4.4.2. Deleting Billing Codes

To delete billing codes in SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select **Manage**. The **Manage** dialog box displays.

Figure 30: Manage Dialog Box



2. From the **Manage** dialog box, select **Manage Billing Codes**. The **Billing Code Management** window displays.

Figure 31: Billing Code Management

A screenshot of the 'Billing Code Management' window. At the top, there's a 'VA COMMUNITY CARE' logo and a 'Maintenance Mode set by' banner. Below that, it says 'SEOC ADMINISTRATOR' and 'VERSION *'. The main title is 'Billing Code Management'. On the right, there's a search bar labeled 'Search by Billing Code' and a 'Logout' link. Below the search bar, it says '9868 Items Page 1 of 1097'. There are pagination buttons: '1', '2', '3', 'Next', and '1097'. The main content is a table with columns: 'Billing Code', 'Type', 'Description', and 'PreCert Required'. The table contains several rows of billing codes and their descriptions. At the bottom, there are three buttons: 'RETURN TO SEOC LIST', 'DELETE BILLING CODE', and 'EDIT BILLING CODE'.

3. From the list of billing codes, select the code that you would like to delete.
4. Select **Delete Billing Code**. The **Confirm Delete Billing Code** dialog box will display showing all the SEOCs that will be affected.

Figure 32: Confirm Delete Billing Code Message

Confirm Delete Billing Code 000001ABCD

Are you sure you want to delete this billing code? The changes will affect the following SEOCs.

Active / Date Hold

Pending revisions will be created to implement the Billing Code changes. However, they must be manually activated to take effect. Historical records will not be affected.

SEOC Name	Version

In-Progress

Updates will be added to any other in-progress changes.

SEOC Name	Version
mw22020	REVISION

Cancel

Confirm

NOTE: Verify that you want to delete the billing code listed, as the changes will affect the SEOCs listed in the Active and In-Progress tables.

- Select **Confirm**. The **Billing Code** will be deleted from the **Billing Codes List**. A message will display confirming that that the billing code was deleted, and the billing code will no longer display in the list.

NOTE: For all affected **SEOCs** with a status of **Active**, a **Revision** will be created with the **Billing Code** deleted. For all affected **SEOCs** with a status of **In-Progress**, whether a **New SEOC** or a **Revision**, the **Billing Code** will be removed. For all affected **SEOCs** with a status of **Date Hold**, the **SEOC** will be reverted to **In-Progress** and the **Billing Code** will be removed. **Discontinued SEOCs** are not affected.

Figure 33: Billing Code Deletion Confirmation Message

Manage Billing Codes

Convert Select

VA COMMUNITY CARE

Maintenance Mode set by [User]

Logout (MAINT)

SEOC ADMINISTRATOR

VERSION 1.1.1

Billing Code Management

Search by Billing Code

Search by billing code

✓ Billing Code 000001ABCD has been deleted

9867 Items Page 1 of 1097

1 2 3 Next 1097

Billing Code	Type	Description	PreCert Required
000001A1AX	CPT	added to lwsoec	No
0000222	HIPPS	test2_	No
0007U	CPT	Genotox Laboratories, LTD -proprietary ToxProtect™ - Drug test(s), presumptive, with definitive confirmation of positive results, any number of drug classes, urine, includes specimen verification including DNA authentication in comparison to buccal DNA, per date of service	No
000LW	CPT	lwsoec	No
00100	CPT	Anesthesia for procedures on salivary glands, including biopsy	No

RETURN TO SEOC LIST

DELETED BILLING CODE

EDIT BILLING CODE

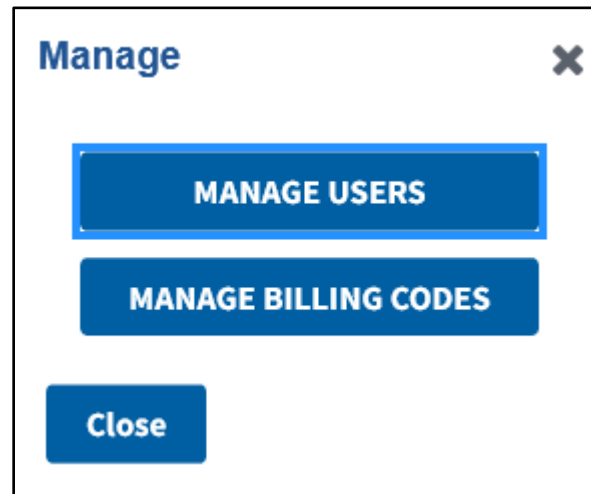
NOTE: The confirmation message can be dismissed by selecting the X button.

4.4.3. Editing Billing Codes

To manage the billing codes in SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select **Manage**. The **Manage** dialog box displays.

Figure 34: Manage Dialog Box



2. From the **Manage** dialog box, select **Manage Billing Codes**. The **Billing Code Management** window displays.

Figure 35: Billing Code Management

A screenshot of the 'Billing Code Management' window. At the top, there's a navigation bar with 'Manage Billing Codes' and a search bar. Below that, a yellow banner says 'Maintenance Mode set by [username]'. The main header area includes 'SEOC ADMINISTRATOR', 'VERSION *', and the title 'Billing Code Management'. On the right, there's a search bar labeled 'Search by Billing Code'. Below the header, it says '9868 Items Page 1 of 1097'. The main content is a table with columns: 'Billing Code', 'Type', 'Description', and 'PreCert Required'. The table contains several rows of billing codes and their descriptions. At the bottom, there are three buttons: 'RETURN TO SEOC LIST', 'DELETE BILLING CODE', and 'EDIT BILLING CODE'.

3. From the list of billing codes, select the code that you would like to edit.
4. Select **Edit Billing Code**. The **Edit Billing Code** form displays, populated with the selected **Billing Code** information.

Figure 36: Edit Billing Code

VA COMMUNITY CARE

Maintenance Mode set by [username]

Logout

SEOC ADMINISTRATOR
VERSION 1.17.0

Billing Code Management

Search by Billing Code

Search by billing code

Billing Code (required) (18 characters remaining)	Type (required)	Description (required) (1972 characters remaining)	PreCert Required (required)
00000LW	CPT	This is a test billing code.	No

CANCEL CONTINUE

5. Update the **Billing Code** field as needed. The maximum number of characters for this field is 25.
6. From the **Type** field, select the correct option: **CPT**, **DRG**, **HCPCS**, **HIPPS**.
7. Update the **Description** field as needed. The maximum number of characters for this field is 2,000.
8. From the **PreCert Required** field, select the correct option: **NO** or **YES**.
9. Select **Continue**. The **Confirm Update to Billing Code** dialog box will display showing all the **SEOCs** that will be affected.

NOTE: *If the only change made was to the Billing Code Description, all affected SEOCs will be updated without requiring a revision and the Edit Billing Code Confirmation Message won't display.*

Figure 37: Edit Billing Code Confirmation Message

Confirm Update to Billing Code 0000222

Are you sure you want to save the edit to this billing code? The changes will affect the following SEOCs.

Active / Date Hold
Pending revisions will be created to implement the Billing Code changes. However, they must be manually activated to take effect. Historical records will not be affected.

SEOC Name	Version

In-Progress
Updates will be added to any other in-progress changes.

SEOC Name	Version
mw22020	REVISION
mwtest222	REVISION

Cancel Confirm

NOTE: *Verify that you want to update the billing code listed, as the changes will affect the SEOCs listed in the Active and In-Progress tables.*

10. Select **Confirm**. The updated **Billing Code** will be displayed in the **Billing Codes List**. A confirmation message will display stating that the edits were made to the billing code.

NOTE: For all affected **SEOCs** with a status of **Active** or **Date Hold**, a **Revision** will be created with the **Billing Code** updated. For all affected **SEOCs** with a status of **In-Progress**, whether a **New SEOC** or a **Revision**, the **Billing Code** will be updated. **Discontinued SEOCs** are not affected.

NOTE: If the value of the **Billing Code** column was not changed as part of the update, the change will not be reflected in **Track Version Changes**.

NOTE: It is possible to update a **Billing Code** without changing any values. When a **Billing Code** is updated, the previous version is deactivated, and another **Billing Code** with the updates is used instead. If no values are updated when a **Billing Code** is saved, the current **Billing Code** is deactivated, and another is created with the same values.

NOTE: If any of the fields are not populated, there are any characters in the **Billing Code** field that are not letters, numbers, a hyphen, or a period, or the **Description** field has a backslash character, an error message will appear when you select **Continue** on the **Edit Billing Code** form.

NOTE: The error message can be dismissed by selecting the **X** button.

Figure 38: Billing Code Saved Message

The screenshot shows the 'Manage Billing Codes' window in the VA Community Care system. A yellow banner at the top indicates 'Maintenance Mode set by [user]'. Below this, a green confirmation message states 'Edit to Billing Code 0000222 has been saved'. The main section is titled 'Billing Code Management' and includes a search bar. Below the message, a table lists billing codes. The table has columns for 'Billing Code', 'Type', 'Description', and 'PreCert Required'. The row for '0000222' is highlighted in blue, showing it is of type 'HIPPS' with description 'test2021_'. At the bottom, there are buttons for 'RETURN TO SEOC LIST', 'DELETE BILLING CODE', and 'EDIT BILLING CODE'.

Billing Code	Type	Description	PreCert Required
000001A1AX	CPT	added to lwsoec	No
0000222	HIPPS	test2021_	No

NOTE: The confirmation message can be dismissed by selecting the **X** button.

4.5. Editing Disclaimers

NOTE: This feature has been disabled per change to business requirements and may be enabled at a future date.

4.5.1. Edit the General Disclaimer

All SEOCs share a common **General Disclaimer**. In the **View SEOC Page**, **Print SEOC Window**, and **Edit SEOC: Details** page, it is displayed as **Disclaimer**. **Publishers** and **Administrators** can access the **Edit Disclaimer** page which allows the user to update the **General Disclaimer** for all SEOCs.

Each **SEOC** also has **Additional Information**, which can be used to provide **SEOC-specific** information in addition to the **General Disclaimer**.

NOTE: When the **General Disclaimer** is updated, the change is reflected across all **SEOCs** instantly without updating version numbers or creating new revisions.

NOTE: **Additional Information** is **SEOC-specific** and requires modifying **SEOCs** with the usual methods.

To edit the **General Disclaimer**, follow the steps below:

1. From the SEOC Admin home page, select **Edit Disclaimer**. The **Edit Disclaimer** page will display.

Figure 39: Edit Disclaimer Button

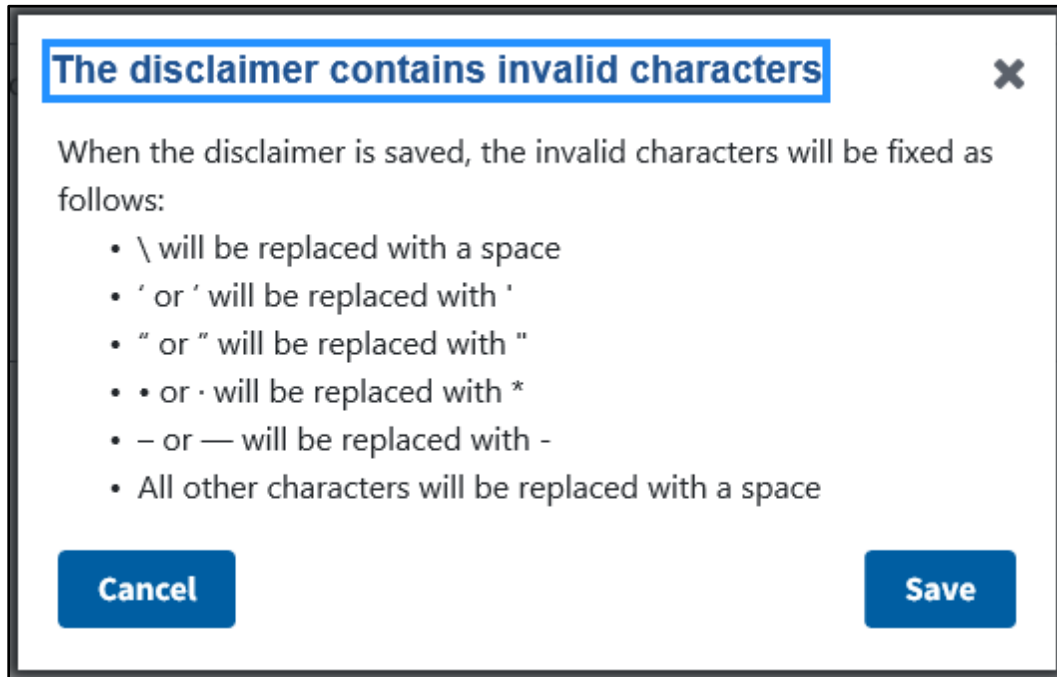


Figure 40: Edit Disclaimer Page

The screenshot shows a web browser window with the VA Community Care logo and a user profile 'SEOC ADMINISTRATOR'. The page title is 'Edit Disclaimer'. Below the title, there is a text area for the disclaimer with a character count '(required, 1873 characters remaining)'. The text area contains a sample disclaimer: "This is a quotation. 'This is a quotation within a quotation.'" followed by a list of formatting options: Bullet point, Middle Dot, En Dash - hyphen, and Em Dash - hyphen. At the bottom of the page, there are two buttons: 'RETURN TO SEOC LIST' and 'SAVE DISCLAIMER'.

2. Make any updates to the **General Disclaimer** as needed.
3. Select **Save Disclaimer**. If there are any invalid characters, a dialog will display. For additional information on invalid characters, refer to the Invalid Characters section in this document.

Figure 41: Fix Invalid Characters in General Disclaimer Dialog



4. To close the dialog and manually fix the invalid characters, select **Cancel**.
5. To save the **General Disclaimer** and automatically fix the invalid characters, select **Save**. The invalid characters will be fixed as follows:
 - \ will be replaced with a space
 - ' or ' will be replaced with '
 - " or " will be replaced with "
 - • or • will be replaced with *
 - – or — will be replaced with -
 - All other characters will be replaced with a space

Regardless of whether there are invalid characters, a confirmation message will display when the **General Disclaimer** has been saved.

Figure 42: Disclaimer Has Been Saved Message

The screenshot shows a web browser window with the VACare logo and 'SEOC ADMINISTRATOR' text. The page title is 'Edit Disclaimer'. A green confirmation banner at the top says 'Disclaimer has been saved.' with a checkmark icon and a close button (X). Below the banner is a text area for the disclaimer, labeled 'Disclaimer (required, 1874 characters remaining)'. The text area contains the following text: "This is a quotation. 'This is a quotation within a quotation.'" followed by a list of formatting options: * Bullet point, * Middle Dot, En Dash - hyphen, and Em Dash - hyphen. At the bottom of the page, there are two buttons: 'RETURN TO SEOC LIST' and 'SAVE DISCLAIMER'.

NOTE: The confirmation message can be dismissed by selecting the X button.

6. Select **Return to SEOC List** to navigate back to the SEOC Admin UI home page.

NOTE: For the *Edit Disclaimer* page, the *Return to SEOC List* button will not save the *General Disclaimer*.

4.5.2. Deactivate Edit the General Disclaimer

When the description field of the Disclaimer table in the database is set to NULL, the **Edit Disclaimer** page in the SEOC Admin UI will be inaccessible. The **Edit Disclaimer** button on the SEOC Admin UI home page will be disabled, and if the user attempts to navigate directly to the **Edit Disclaimer** page using the browser address bar, they will be redirected back to the SEOC Admin UI home page once the request to fetch the disclaimer is complete. This is similar functionality to what is used to restrict users from accessing pages they do not have the privileges to access.

To reactivate the **Edit Disclaimer** page in the SEOC Admin UI, set the description field of the Disclaimer table in the database to a value other than null.

4.6. View SEOCs

4.6.1. View a Selected SEOC

To view a SEOC from the SEOC list, follow the steps listed below:

1. From the SEOC Admin home page, select the SEOC you would like to view.
2. Select **View Selected SEOC**. The **View SEOC** page displays.

Figure 43: View SEOC

The screenshot shows the 'View SEOC' page for 'Audiology Cochlear Implant Surgery and Follow Up PRCT 1.2.2'. The page includes the VA Community Care logo, a 'Logout (Admin)' link, and a 'Active' status indicator. Key information displayed includes: SEOC ADMINISTRATOR, VERSION, Effective Date (01-02-2019), Category of Care (AUDIOLOGY), REV (No), Pre-certification Required (Yes), QASP (General Care), and a Description of the authorization. A 'Procedural Overview' section lists four steps: 1. Initial outpatient evaluation and treatment for the referred condition indicated on the consult; 2. Surgical evaluation as clinically indicated for the referred condition on the consult; 3. Immunizations as recommended by CDC; 4. Diagnostic imaging relevant to the referred condition on the consult. At the bottom, there are five buttons: 'RETURN TO SEOC LIST', 'CREATE PENDING REVISION', 'DISCONTINUE SEOC', 'PRINT SEOC', and 'TRACK VERSION CHANGES'.

4.6.2. View Filtered SEOCs

4.6.2.1. Filter SEOCs by Billing Code

To filter the list of SEOCs by billing code, follow the steps listed below:

1. From the SEOC Admin home page, enter the billing code in the **Filter by Billing Code** field.

Figure 44: Filter by Billing Code Field

The screenshot shows the 'Standardized Episodes of Care' page in the VA Community Care system. The page includes the VA Community Care logo, a 'Logout (Admin)' link, and a 'SEOC ADMINISTRATOR' section. The 'Filter by Billing Code' field is highlighted with a blue box, showing a 'Filter by' dropdown and a search button. Other filter options include 'Filter by Service Line' (set to 'ALL'), 'Filter by Status' (set to 'ALL'), and 'Filter by Name (contains)' (set to 'ivf').

2. Select the **Search** button. The SEOC list refreshes to display the SEOCs list filtered by the billing code type.

Figure 45: Filter by Billing Code Search Results

VA COMMUNITY CARE

SEOC ADMINISTRATOR
VERSION 1.17.0

Standardized Episodes of Care

Filter by Billing Code: 99214

Filter by Service Line: ALL

Filter by Status: ALL

Filter by Name (contains): ivf

17 Items Page 1 of 2

Service Line	SEOC Name	Version	Effective Date	End Date	Status
MSC	IVF Male	1.1.1	11-01-2017	01-02-2019	DISCONTINUED
INF	IVF Male	1.1.2	01-02-2019	01-22-2019	DISCONTINUED
INF	IVF ART Male	1.5.1	05-24-2019	07-28-2019	DISCONTINUED
INF	IVF ART Male	1.5.2	07-28-2019	01-24-2020	DISCONTINUED
INF	IVF ART Male	1.5.3	01-24-2020	10-01-2020	DISCONTINUED
INF	IVF ART Male	1.5.4	10-01-2020	01-04-2021	DISCONTINUED
INF	IVF ART Male	1.5.5	01-04-2021	03-12-2022	DISCONTINUED
INF	IVF ART Female	1.4.1	05-24-2019	07-28-2019	DISCONTINUED
INF	IVF ART Female	1.4.2	07-28-2019	01-24-2020	DISCONTINUED

4.6.2.2. Filter SEOCs by Service Line

To filter the list of SEOCs by Service Line, follow the steps listed below:

1. From the SEOC Admin home page, select **Filter by Service Line** menu.

Figure 46: Filter by Service Line Menu Options

VA COMMUNITY CARE

SEOC ADMINISTRATOR
VERSION 1.17.0

Standardized Episodes of Care

Filter by Billing Code: Filter by

Filter by Service Line: ALL

Filter by Status: ALL

Filter by Name (contains): ivf

17 Items Page 1 of 2

Service Line	SEOC Name	Version	Effective Date	End Date	Status
MSC	IVF Male	1.1.1	11-01-2017	01-02-2019	DISCONTINUED
INF	IVF Male	1.1.2	01-02-2019	01-22-2019	DISCONTINUED
INF	IVF ART Male	1.5.1	05-24-2019	07-28-2019	DISCONTINUED
INF	IVF ART Male	1.5.2	07-28-2019	01-24-2020	DISCONTINUED
INF	IVF ART Male	1.5.3	01-24-2020	10-01-2020	DISCONTINUED
INF	IVF ART Male	1.5.4	10-01-2020	01-04-2021	DISCONTINUED
INF	IVF ART Male	1.5.5	01-04-2021	03-12-2022	DISCONTINUED
INF	IVF ART Female	1.4.1	05-24-2019	07-28-2019	DISCONTINUED
INF	IVF ART Female	1.4.2	07-28-2019	01-24-2020	DISCONTINUED

2. From the list of options, select one of the service line types to filter by. The SEOC list refreshes to display the SEOCs list filtered by the selected service line type.

4.6.2.3. Filter SEOCs by Status

To filter the list of SEOCs by status, follow the steps listed below:

1. From the SEOC Admin home page, select **Filter By Status** menu.

Figure 47: Filter by Status Menu Options

The screenshot shows the SEOC Admin interface. At the top left is the VA Community Care logo. Below it, the text 'SEOC ADMINISTRATOR' and 'VERSION 1.17.0' is displayed. The main heading is 'Standardized Episodes of Care'. There are four filter sections: 'Filter by Billing Code' with a search box, 'Filter by Service Line' with a dropdown set to 'ALL', 'Filter by Status' with a dropdown menu open showing options: 'ALL', 'ACTIVE', 'DATE HOLD', 'DISCONTINUED', and 'IN-PROGRESS', and 'Filter by Name (contains)' with a search box containing 'ivf'. A table below shows '17 Items Page 1 of 2' with columns for 'Service', 'Effective', and others. A 'Logout (Admin)' link is in the top right.

2. From the list of options, select to filter by: **All**, **Active**, **Date Hold**, **Discontinued**, or **In-Progress**. The SEOC list refreshes to display the status filtered by.

4.6.2.4. Filter SEOCs by Name

To filter a SEOC by name, follow the steps listed below:

1. From the SEOC Admin home page, enter the name of the SEOC in the **Filter by Name (contains)** field.

Figure 48: Filter by Name Field

The screenshot shows the SEOC Admin interface with the 'Filter by Name (contains)' search box highlighted. The other filter sections are the same as in Figure 47. The table below shows '17 Items Page 1 of 2' with columns for 'Service', 'Effective', and others. A 'Logout (Admin)' link is in the top right.

2. Select the **Search** button. The **Search SEOC Results** displays.

Figure 49: Filter by Name Search Results

VA COMMUNITY CARE
SEOC ADMINISTRATOR
VERSION 1.17.0

Standardized Episodes of Care

Filter by Billing Code: Filter by I [Q] ALL [v]
Filter by Service Line: ALL [v]
Filter by Status: ALL [v]
Filter by Name (contains): ivf [X] [Q]

17 Items Page 1 of 2

Service Line	SEOC Name	Version	Effective Date	End Date	Status
INF	ART-IVF Female	1.0.2	01-02-2019	01-22-2019	DISCONTINUED
INF	ART-IVF Female	1.0.1	11-01-2017	01-02-2019	DISCONTINUED
INF	Cryopreservation Storage for IVF-ART	1.6.3	01-04-2021		ACTIVE
INF	Cryopreservation Storage for IVF-ART	1.6.2	10-01-2020	01-04-2021	DISCONTINUED
INF	IVF ART Female	1.4.5	01-04-2021		ACTIVE
INF	IVF ART Female	1.4.4	10-01-2020	01-04-2021	DISCONTINUED
INF	IVF ART Female	1.4.3	01-24-2020	10-01-2020	DISCONTINUED
INF	IVF ART Female	1.4.2	07-28-2019	01-24-2020	DISCONTINUED
INF	IVF ART Female	1.4.1	05-24-2019	07-28-2019	DISCONTINUED

IMPORT SEOCs EXPORT MANAGE EDIT DISCLAIMER VIEW SELECTED SEOC DRAFT NEW SEOC

4.6.2.4.1.Sort SEOCs Alphabetically by Name

To sort the list of SEOCs alphabetically by name, follow the steps listed below:

1. From the SEOC Admin home page, select the **SEOC Name Column Heading**. This will sort the list of **SEOCs** in alphabetical order by name.

Figure 50: SEOC Name Column Heading

VA COMMUNITY CARE
SEOC ADMINISTRATOR
VERSION 1.17.0

Standardized Episodes of Care

Filter by Billing Code: Filter by I [Q] ALL [v]
Filter by Service Line: ALL [v]
Filter by Status: ALL [v]
Filter by Name (contains): ivf [X] [Q]

17 Items Page 1 of 2

Service Line	SEOC Name	Version	Effective Date	End Date	Status
MSC	IVF Male	1.1.1	11-01-2017	01-02-2019	DISCONTINUED
INF	IVF Male	1.1.2	01-02-2019	01-22-2019	DISCONTINUED
INF	IVF ART Male	1.5.1	05-24-2019	07-28-2019	DISCONTINUED
INF	IVF ART Male	1.5.2	07-28-2019	01-24-2020	DISCONTINUED

Figure 51: SEOC List Sorted in Alphabetical Order by Name

The screenshot shows the VA Community Care SEOC Administrator interface. The header includes the VA Community Care logo, the title "Standardized Episodes of Care", and a user profile "Logout (Admin)". Below the header, there are filter options: "Filter by Billing Code", "Filter by Service Line", "Filter by Status", and "Filter by Name (contains)". The "Filter by Name (contains)" filter is set to "ivf". The main content area displays a table of 17 items, sorted alphabetically by SEOC Name. The table has columns for Service Line, SEOC Name, Version, Effective Date, End Date, and Status. The first row is highlighted in blue.

Service Line	SEOC Name	Version	Effective Date	End Date	Status
INF	ART-IVF Female	1.0.1	11-01-2017	01-02-2019	DISCONTINUED
INF	ART-IVF Female	1.0.2	01-02-2019	01-22-2019	DISCONTINUED
MSC	Cryopreservation Storage for IVF-ART	1.8.1	07-23-2020	10-01-2020	DISCONTINUED
INF	Cryopreservation Storage for IVF-ART	1.6.2	10-01-2020	01-04-2021	DISCONTINUED
INF	Cryopreservation Storage for IVF-ART	1.6.3	01-04-2021		ACTIVE
INF	IVF ART Female	1.4.1	05-24-2019	07-28-2019	DISCONTINUED
INF	IVF ART Female	1.4.2	07-28-2019	01-24-2020	DISCONTINUED
INF	IVF ART Female	1.4.3	01-24-2020	10-01-2020	DISCONTINUED
INF	IVF ART Female	1.4.4	10-01-2020	01-04-2021	DISCONTINUED

At the bottom of the table, there are buttons for "IMPORT SEOCs", "EXPORT", "MANAGE", "EDIT DISCLAIMER", "VIEW SELECTED SEOC", and "DRAFT NEW SEOC".

- To sort the list of SEOCs in reverse alphabetical order, select the **SEOC Name Column Heading** again.

Figure 52: SEOC List Sorted in Reverse Alphabetical Order by Name

The screenshot shows the VA Community Care SEOC Administrator interface. The header includes the VA Community Care logo, the title "Standardized Episodes of Care", and a user profile "Logout (Admin)". Below the header, there are filter options: "Filter by Billing Code", "Filter by Service Line", "Filter by Status", and "Filter by Name (contains)". The "Filter by Name (contains)" filter is set to "ivf". The main content area displays a table of 17 items, sorted in reverse alphabetical order by SEOC Name. The table has columns for Service Line, SEOC Name, Version, Effective Date, End Date, and Status. The first row is highlighted in blue.

Service Line	SEOC Name	Version	Effective Date	End Date	Status
MSC	IVF Male	1.1.1	11-01-2017	01-02-2019	DISCONTINUED
INF	IVF Male	1.1.2	01-02-2019	01-22-2019	DISCONTINUED
INF	IVF ART Male	1.5.1	05-24-2019	07-28-2019	DISCONTINUED
INF	IVF ART Male	1.5.2	07-28-2019	01-24-2020	DISCONTINUED
INF	IVF ART Male	1.5.3	01-24-2020	10-01-2020	DISCONTINUED
INF	IVF ART Male	1.5.4	10-01-2020	01-04-2021	DISCONTINUED
INF	IVF ART Male	1.5.5	01-04-2021	03-12-2022	DISCONTINUED
INF	IVF ART Female	1.4.1	05-24-2019	07-28-2019	DISCONTINUED
INF	IVF ART Female	1.4.2	07-28-2019	01-24-2020	DISCONTINUED

At the bottom of the table, there are buttons for "IMPORT SEOCs", "EXPORT", "MANAGE", "EDIT DISCLAIMER", "VIEW SELECTED SEOC", and "DRAFT NEW SEOC".

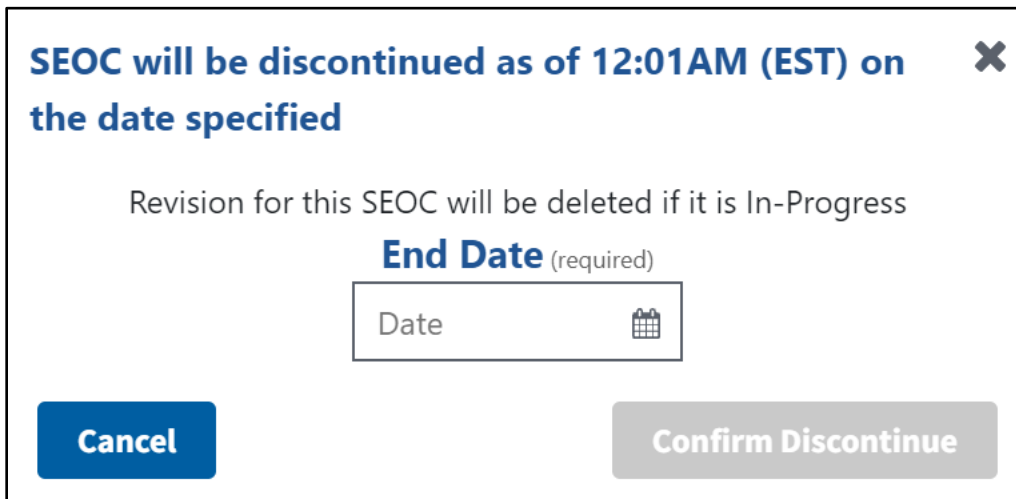
NOTE: To return to the default sort order, either refresh the page or select the logo in the upper-right-hand corner of the page.

4.6.3. Discontinue a SEOC

To discontinue an Active SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select the Active SEOC you would like to discontinue.
2. Select **View Selected SEOC**, the **View SEOC** page displays.
3. Select **Discontinue SEOC**. The **Discontinue SEOC** dialog box displays.

Figure 53: Discontinue SEOC

A dialog box titled "SEOC will be discontinued as of 12:01AM (EST) on the date specified" with a close button (X) in the top right corner. Below the title, it states "Revision for this SEOC will be deleted if it is In-Progress". There is a label "End Date (required)" above a text input field containing the word "Date" and a calendar icon. At the bottom, there are two buttons: "Cancel" (blue) and "Confirm Discontinue" (gray).

4. In the **End Date** field, enter or select the calendar icon to select a date. The SEOC will be discontinued as of 12:01 AM EST on the date specified.

Figure 54: SEOC Discontinue Confirmation Calendar

The screenshot shows a modal dialog box titled "SEOC will be discontinued as of 12:01AM (EST) on the date specified" with a close button (X) in the top right corner. Below the title, a message states: "Revision for this SEOC will be deleted if it is In-Progress". A label "End Date (required)" is positioned above a date input field. The input field contains the text "Date" and a calendar icon. To the left of the input field is a blue "Cancel" button. A calendar widget is open, displaying "November 2021". The calendar has navigation arrows and a grid of days. The days of the week are abbreviated as Su, Mo, Tu, We, Th, Fr, Sa. The dates 1 through 30 are shown in the grid.

SEOC will be discontinued as of 12:01AM (EST) on the date specified ✕

Revision for this SEOC will be deleted if it is In-Progress

End Date (required)

Date

Cancel

← **November 2021** →

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

5. Select **Confirm Discontinue**. The **View SEOC** page displays confirming the specified discontinuation date.

Figure 55: Discontinued Status

The screenshot shows the VA Community Care SEOC Administrator interface. At the top left is the VA Community Care logo. Below it, the text 'SEOC ADMINISTRATOR' and 'VERSION 1.1.1' are visible. To the right, 'Audiology' and 'Testtest123 1.5.2' are displayed. In the top right corner, there is a 'Logout' link and a user icon labeled '(Admin)'. A green banner at the top of the main content area contains a checkmark icon and the text 'SEOC will be discontinued on 11-30-2021'. Below the banner, the status 'Active' is shown. The main content area lists various details: 'Effective Date: 08-20-2021', 'End Date: 11-30-2021', 'Category of Care: AUDIOLOGY', 'REV: No', 'Pre-certification Required: Yes', 'QASP: Complementary & Integrative HC Services', 'Description: This authorization covers services associated with all medical care listed below for the referred condition indicated on the consult.', 'Duration: 11 days', 'Procedural Overview: test', 'Disclaimer:', and 'Provider Taxonomy Codes:'. At the bottom of the interface, there are five buttons: 'RETURN TO SEOC LIST', 'CREATE PENDING REVISION', 'CHANGE DISCONTINUE DATE', 'PRINT SEOC', and 'TRACK VERSION CHANGES'.

4.6.3.1. Change Discontinue Date

To change the discontinue date for an Active SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select the Active SEOC that is scheduled to be discontinued.
2. Select **View Selected SEOC**, the **View SEOC** page displays.
3. Select **Change Discontinue SEOC**. The **Change Discontinue SEOC** dialog box displays.

Figure 56: Change Discontinue SEOC

The screenshot shows a dialog box titled 'SEOC will be discontinued as of 12:01AM (EST) on the date specified'. Below the title, a message states 'Revision for this SEOC will be deleted if it is In-Progress'. The dialog box contains a field for 'End Date (required)' with the date '11/17/2021' and a calendar icon. At the bottom, there are two buttons: 'Cancel' and 'Confirm Discontinue'.

4. In the **End Date** field, enter or select the calendar icon to select a date. The SEOC will be discontinued as of 12:01 AM EST on the date specified.

Figure 57: Change Discontinue Confirmation Calendar

SEOC will be discontinued as of 12:01AM (EST) on the date specified ✕

Revision for this SEOC will be deleted if it is In-Progress

End Date (required)

11/17/2021

Cancel

November 2021

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

5. Select **Confirm Discontinue**. The **View SEOC** page displays with the updated discontinue date of the SEOC.

Figure 58: Discontinue SEOC Status

VA COMMUNITY CARE

SEOC ADMINISTRATOR

VERSION 1.17.0

Audiology

Audiology Cochlear Implant Surgery and Follow Up 1.2.5

Logout (Admin)

Active

SEOC will be discontinued on 11-11-2021

Effective Date: 01-04-2021

End Date: 11-11-2021

Category of Care: AUDIOLOGY

REV: No

Pre-certification Required: Yes

QASP: General Care

Description:
This authorization covers services associated with the specialty(s) identified for this episode of care, including all medical care listed below relevant to the referred care specified on the consult order.
This SEOC does not cover osseointegrated hearing aids. Prior to authorization of cochlear implant surgery, cochlear implant candidacy documentation is required to be sent to the VA Centralized Audiology Team (please refer to disclaimer below).

Duration: 365 days

Procedural Overview:
1. Initial outpatient evaluation and treatment for the referred condition indicated on the consult order

RETURN TO SEOC LIST CREATE PENDING REVISION CHANGE DISCONTINUE DATE PRINT SEOC TRACK VERSION CHANGES

4.6.3.2. Reactivate Discontinued SEOC

To reactivate a SEOC that was discontinued, follow the steps listed below:

1. From the SEOC Admin home page, select the Discontinued SEOC that needs to be reactivated.
2. Select **View Selected SEOC**, the **View SEOC** page displays.
3. Select **Reactivate SEOC**. The **Reactivate SEOC to Active Confirmation Message** displays.

Figure 59: Reactivate SEOC to Active Confirmation Message

SEOC will be reactivated back to Active

Cancel Confirm

4. Select **Confirm**. The **View SEOC** page displays with the reactivated to Active status.

Figure 60: Reactivated Back to Active Status

The screenshot shows the VHA Community Care SEOC Administrator interface. At the top left is the VHA Community Care logo. To the right is a 'Logout' link and '(Admin)' text. Below the logo, it says 'SEOC ADMINISTRATOR' and 'VERSION'. The main header area displays 'Audiology' and 'Audiology Cochlear Implant Surgery and Follow Up 1.2.5'. On the far right, the status 'Active' is shown. A green success banner at the top contains a checkmark icon and the text 'SEOC has been reactivated back to Active'. Below this banner, the following details are listed: 'Effective Date: 01-04-2021', 'Category of Care: AUDIOLOGY', 'REV: No', 'Pre-certification Required: Yes', and 'QASP: General Care'. A 'Description' section follows, stating that the authorization covers services associated with the specialty(s) identified for this episode of care, including all medical care listed below relevant to the referred care specified on the consult order. It also notes that this SEOC does not cover osseointegrated hearing aids and that cochlear implant candidacy documentation is required to be sent to the VA Centralized Audiology Team. At the bottom, there are five buttons: 'RETURN TO SEOC LIST', 'CREATE PENDING REVISION', 'DISCONTINUE SEOC', 'PRINT SEOC', and 'TRACK VERSION CHANGES'.

4.6.4. Print a SEOC

To print a SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select the SEOC you would like to print.
2. Select **View Selected SEOC**, the **View SEOC** page displays.
3. Select **Print SEOC**. The printed SEOC will display in another window. Print or save using local browser capabilities.

Figure 61: Printed SEOC Window (1 of 2)

The screenshot shows the printed SEOC window. At the top right, it says 'Printed: 6/28/22 12:04 PM'. Below this is a blue-bordered box containing the text 'VHA Office of Community Care - Standardized Episode of Care'. Underneath, the specialty 'Audiology' is listed, followed by the title 'Audiology Cochlear Implant Surgery and Follow Up' and the status 'In-Progress (REVISION)'. The 'Effective Date:' field is empty. The following details are listed: 'Category of Care: AUDIOLOGY', 'REV: No', 'Pre-certification Required: Yes', and 'QASP: General Care'. A 'Description' section follows, stating that the authorization covers services associated with the specialty(s) identified for this episode of care, including all medical care listed below relevant to the referred care specified on the consult order. It also notes that this SEOC does not cover osseointegrated hearing aids and that cochlear implant candidacy documentation is required to be sent to the VA Centralized Audiology Team. Below the description, the 'Duration' is listed as '365 days'. A 'Procedural Overview' section follows, listing eight steps: 1. Initial outpatient evaluation and treatment for the referred condition indicated on the consult order; 2. Surgical evaluation as clinically indicated for the referred condition on the consult order; 3. Immunizations as recommended by CDC; 4. Diagnostic imaging relevant to the referred condition on the consult order; 5. Labs and pathology relevant to the referred condition on the consult order; 6. Diagnostic studies relevant to the referred condition on the consult order; 7. Anesthesia consultation related to the procedure; 8. Pre-operative medical and cardiac clearance as indicated, to include H+P/labs, EKG, CXR.

Figure 62: Printed SEOC (2 of 2)

Disclaimer:

Additional Information:
 *Please visit the VHA Storefront www.va.gov/COMMUNITYCARE/providers/index.asp for additional resources and requirements pertaining to the following
 * Pharmacy prescribing requirements
 * Durable Medical Equipment (DME), Prosthetics, and Orthotics prescribing requirements
 * Precertification (PRCT) process requirements
 * Request for Services (RFS) requirements

Provider Taxonomy Codes:

HPTC	Grouping	Classification	Specialization
207Y00000X	Allopathic & Osteopathic Physicians	Otolaryngology	

Payable Services:

Line Item	Clinical Service	Visits/Units	Frequency	Description	Billing Codes
1	04-Otolaryngology	999	N/A	Initial outpatient evaluation and treatment for the referred condition indicated on the consult order	99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215, G0463, G0466, G0467, G0468
2	04-Otolaryngology	999	N/A	Surgical evaluation as clinically indicated for the referred condition on the consult order	99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215, G0463, G0466, G0467, G0468
3	04-Otolaryngology	999	N/A	Immunizations as recommended by CDC	90670, 90732, G0009
4	30-Diagnostic radiology	999	N/A	Diagnostic imaging relevant to the referred condition on the consult	70120, 70130, 70134, <u>70480</u> , <u>70481</u> , <u>70482</u> , 76376, 76377

4.6.5. Invalid Characters

The following business rules for valid characters are enforced in the SEOC Admin UI:

- For the **Description**, **Procedural Overview**, and **Additional Information** fields in a **SEOC**, and the **Description** field in a **Payable Service**, the following characters are accepted:
 - Line Feed (ASCII 10)
 - Carriage Return (ASCII 13)
 - The printable ASCII characters (ASCII 32 – 126) except the DELETE character (ASCII 127)
- For the **SEOC Name**, the above characters are accepted except:
 - & - Ampersand (ASCII 38)
 - / - Slash (ASCII 47)
 - : - Colon (ASCII 58)
 - \ - Backslash (ASCII 92)
 - ^ - Caret (ASCII 94)
 - | - Vertical Bar (ASCII 124)
 - ~ - Tilde (ASCII 126)
- For a **Billing Code** value, the following characters are accepted:
 - Letters
 - Numbers
 - Hyphen (ASCII 45)

- . - Period (ASCII 46)
- €¥€β

The user will not be able to activate a SEOC unless all these rules have been followed. In the case of the **SEOC Name**, the user will be unable to navigate past the **SEOC Name** and **Service Line** page of the **Create / Edit SEOC Workflow** if the **SEOC Name** has invalid characters. For **Billing Codes**, the user will be unable to save the **Billing Code** if the **Billing Code** value has invalid characters.

The **Show Invalid Characters** feature allows the user to highlight invalid characters on any SEOC, regardless of status.

4.6.5.1. Show Invalid Characters

To show invalid characters on a SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select a **SEOC** with invalid characters.
2. Select **View Selected SEOC**, the **View SEOC** page will display.
3. Select **Show Invalid Characters**. The **Show Invalid Characters** page will display.

Figure 63: Show Invalid Characters Button



Figure 64: Show Invalid Characters

VA COMMUNITY CARE

SEOC ADMINISTRATOR: Infertility Care
VERSION: Test, January

Description:
This authorization covers services associated with all medical care listed below for the referred condition indicated on the consult.

Duration: 100 days

Procedural Overview:
fgadf~@#\$\$%^&*>€

Disclaimer:

Additional Information:
This field has a maximum of 2000 characters.

Provider Taxonomy Codes:

HPTC	Grouping	Classification	Specialization
163WR1000X	Nursing Service Providers	Registered Nurse	Reproductive Endocrinology/Infertility

Payable Services:

4. To print the **SEOC** with invalid characters shown, select **Print SEOC**. The **Print SEOC** page will display with invalid characters shown.

Printed: 1/20/21 8:49 PM

VHA Office of Community Care - Standardized Episode of Care

Audiology

Audiology Cochlear Implant Annual Follow Up

Effective Date: In-Progress (REVISION)

Category of Care: AUDIOLOGY



REV: No

Pre-certification Required: Yes

QASP: General Care

Description:
This authorization covers services associated with all medical care listed below for the referred condition.

Duration: 120 days

Procedural Overview:



Disclaimer:

Additional Information:
 * Additional surgical or medical consultations needed relevant to the patient complaint/condition require VA review and approval.
 * DME, prosthetics and orthotics orders must be submitted to the local VA facility prosthetics department for provision.
 * All routine medications must be faxed/sent to the VA to be dispensed by the VA *Urgent/emergent prescriptions can be provided for a 14-day supply only.
 *The Veteran will be required to pay out of pocket for any urgent/emergent medications and can submit a reimbursement request to their local VA facility.

Provider Taxonomy Codes:

- Figure 66: Hide Invalid Characters Button**



4.6.5.1.1.Fix Invalid Characters

- |, ^, ~, \, /, and & in the SEOC Name will be replaced with spaces
- ‘ or ’ will be replaced with '
- “ or ” will be replaced with "
- • or · will be replaced with *
- – or – will be replaced with –
- All other characters will be replaced with a space

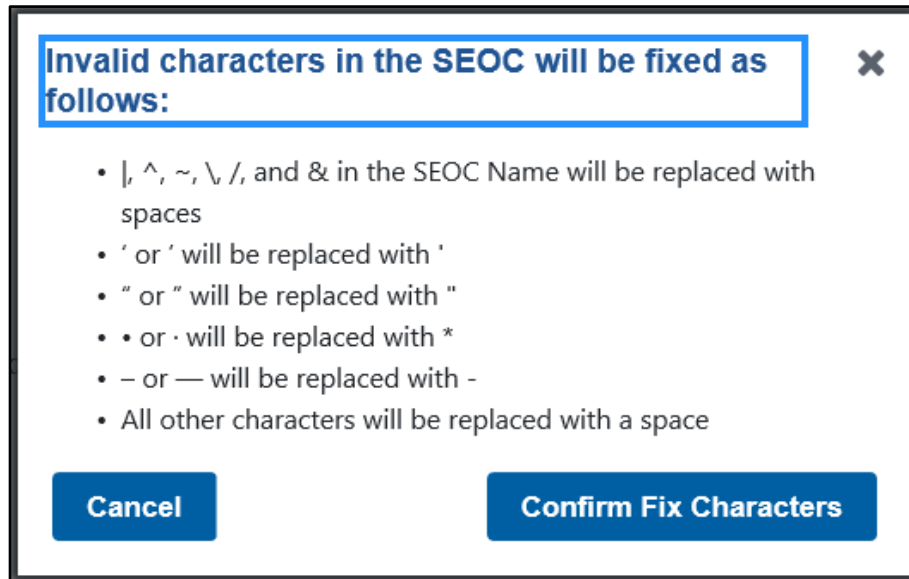
1. From the SEOC Admin home page, select a **SEOC** with invalid characters.
2. Select **View Selected SEOC**, the **View SEOC** page will display.
3. Select Show Invalid Characters. The Show Invalid Characters page will display.

4. Select **Fix Invalid Characters**. The **Fix Invalid Characters** confirmation dialog will display.

Figure 67: Fix Invalid Characters Button

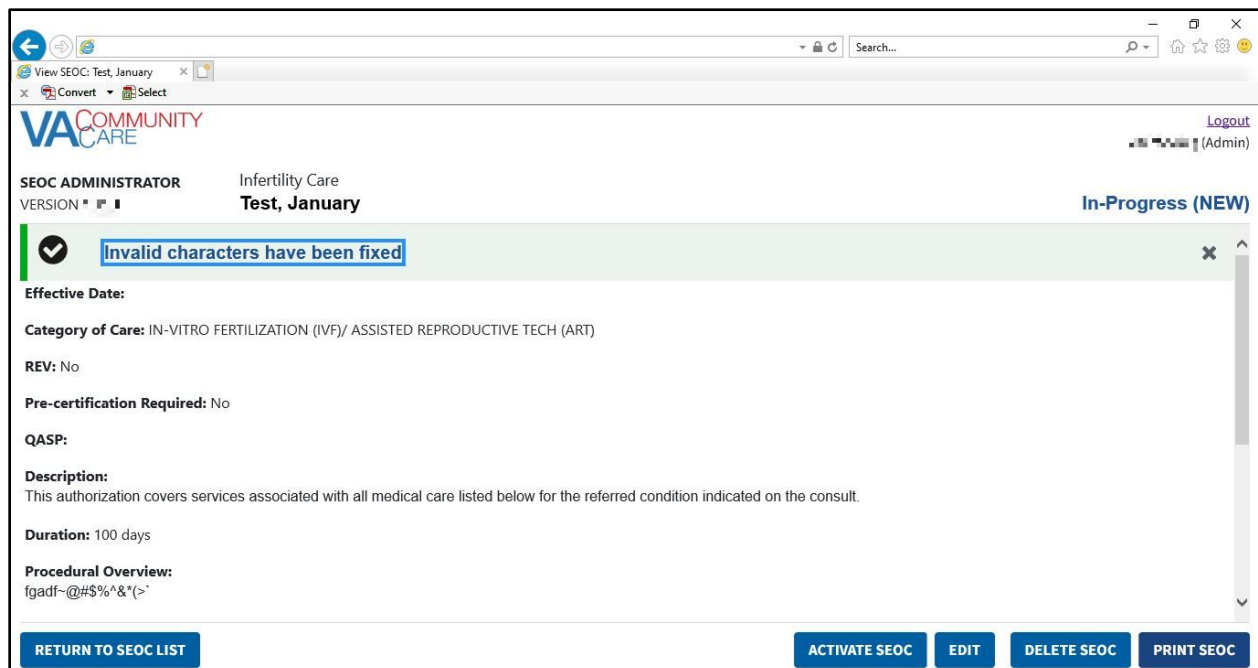


Figure 68: Fix Invalid Characters Confirmation



5. Select **Confirm Fix Characters**. A confirmation message will display.

Figure 69: Invalid Characters Fixed Message



NOTE: This feature is only available for **In-Progress SEOCs**. For **Active SEOCs** with invalid characters, create a **Pending Revision**, then fix the invalid characters.

NOTE: The confirmation message can be dismissed by selecting the X button.

4.6.6. Track Version Changes

To track the version changes of a SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select a **SEOC** with a previous version.
2. Select **View Selected SEOC**, the **View SEOC** page displays.
3. Select the **Track Version Changes** button when it becomes active. The **Track Version Changes** page will display.

Figure 70: Track Version Changes Page (1 of 3)

The screenshot shows the 'Track Version Changes' page for a SEOC titled 'Infertility-Female'. The page is part of the VA Community Care system. At the top right, there is a 'Logout' link and the user 'Admin' is logged in. The SEOC is currently in a 'Discontinued' state, but the 'Active' button is visible. The SEOC Administrator is 'Infertility-Female' with version '1.1.81.1.9'. The Effective Date is '01-04-2021' and the End Date is '04-01-2021'. The Category of Care is 'INFERTILITY'. The REV is 'No'. Pre-certification is required. QASP is 'General Care'. The Description states that the authorization covers services associated with the specialty(s) identified for this episode of care, including all medical care listed below relevant to the referred care specified on the consult order. A note mentions that separate referral/authorization is required for IVF/ART, and that excluded services include donor sperm, donor eggs, donor embryos, and surrogacy. A specific note states: 'Note: Oocyte retrieval, cryopreservation and cryopreservation storage are excluded services on this referral. A separate referral for gamete harvesting for an approved medical condition will be needed for these services.' The Duration is 365 days. The Procedural Overview section is empty. At the bottom, there are four buttons: 'RETURN TO SEOC LIST', 'VIEW SEOC', 'PRINT SEOC', and 'PREVIOUS VERSION'. The 'NEXT VERSION' button is disabled.

VA COMMUNITY CARE

Logout (Admin)

Infertility Care

SEOC ADMINISTRATOR

VERSION 1.1.81.1.9

Infertility-Female 1.1.81.1.9

Effective Date: 01-04-2021 04-01-2021

End Date: 04-01-2021

Category of Care: INFERTILITY

REV: No

Pre-certification Required: Yes

QASP: General Care

Description:

This authorization covers services associated with the specialty(s) identified for this episode of care, including all medical care listed below relevant to the referred care specified on the consult order.

Note: Separate referral/authorization required for IVF/ART. IVF/ART requires special eligibility and authorization. Excluded services: donor sperm, donor eggs, donor embryos and surrogacy. Female Veterans may purchase donor sperm for IUI at their own expense.

Note: Oocyte retrieval, cryopreservation and cryopreservation storage are excluded services on this referral. A separate referral for gamete harvesting for an approved medical condition will be needed for these services.

Duration: 365 days

Procedural Overview:

RETURN TO SEOC LIST VIEW SEOC PRINT SEOC PREVIOUS VERSION NEXT VERSION

Figure 71: Track Version Changes Page (2 of 3)

[Logout](#)
 (Admin)

Infertility Care

SEOC ADMINISTRATOR
 VERSION

Infertility-Female **1:1-81.1.9**

Discontinued
 Active

Additional Description for Procedural Overview:

- Initial outpatient evaluation and treatment for infertility as indicated on the consult order

NOTE: This SEOC is not for embryo transfer, fertilization, embryo cryopreservation or storage. These services require alternative SEOCs through a separate authorization.

- Diagnostic imaging relevant to the referred condition on the consult order
- Lab and pathology services relevant to the referred condition on the consult order
- Diagnostic studies relevant to the referred condition on the consult order
- Procedures including but not limited to: ovarian stimulation, correction of a structural defect preventing successful pregnancy, Tubal Reanastomosis etc.
- Anesthesia consultation per the referred condition indicated on the consult order
- Pre-operative medical and cardiac clearance as indicated (including H+P/labs, EKG, CXR, echo)
- Inpatient or observation admission for surgical procedure and/or surgery, if indicated, ~~9~~ and inpatient or observation admission for complications ~~per related to the referred procedure condition or~~ indicated surgery on the consult order

** Notify the referring VA of admission status to initiate and facilitate care coordination and discharge planning

~~109~~ Intrauterine insemination (IUI)

Note: Maximum of six (6) ovulatory cycles per pregnancy. Additional treatment cycles would require additional authorizations

Note: Female Veterans may purchase donor sperm for IUI at their own expense.

~~110~~ Cryopreservation techniques for medically indicated conditions

Note: Any Veteran initiating change of location requests for transportation of cryopreserved specimens will incur the cost of transportation

~~12~~ Follow-up visits for this episode of care as clinically indicated

Disclaimer:

Additional Information:

[RETURN TO SEOC LIST](#)
[VIEW SEOC](#)
[PRINT SEOC](#)
[PREVIOUS VERSION](#)
[NEXT VERSION](#)

Figure 72: Track Version Changes Page (3 of 3)

[Logout](#)
 (Admin)

Infertility Care

SEOC ADMINISTRATOR
 VERSION

Infertility-Female **1:1-81.1.9**

Discontinued
 Active

Provider Taxonomy Codes:

HPTC	Grouping	Classification	Specialization
207V00000X	Allopathic & Osteopathic Physicians	Obstetrics & Gynecology	
207VE0102X	Allopathic & Osteopathic Physicians	Obstetrics & Gynecology	Reproductive Endocrinology

Payable Services:

Line Item	Clinical Service	Visits/Units	Frequency	Description	Billing Codes
	16- Obstetrics/gynecology	999	N/A	Initial outpatient evaluation and treatment for infertility as indicated on the consult order NOTE: This SEOC is not for embryo transfer, fertilization, embryo cryopreservation or storage. These services require alternative SEOCs through a separate authorization.	99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215, G0463, G0466, G0467, G0468
	30-Diagnostic radiology	999	N/A	Diagnostic imaging relevant to the referred condition on the consult order	72170, 72190, 72192, 72193, 72194, 72195, 72196, 72197, 74018, 74019, 74021, 74150, 74160, 74170, 74176, 74177, 74178, 74181, 74182, 74183, 74740, 74742, 76700, 76705, 76815, 76816, 76817, 76830, 76831, 76856, 76857, 76942, 76946
					99250, 99260, 99280, 99281 , 0003U, 36415, 36416, 80047, 80048, 80050, 80053, 80061, 80076, 80414, 80415, 80418, 80426, 81000, 81001, 81002, 81003, 81005, 81007, 81015

[RETURN TO SEOC LIST](#)
[VIEW SEOC](#)
[PRINT SEOC](#)
[PREVIOUS VERSION](#)
[NEXT VERSION](#)

- Select the **Previous Version** button. The changes for the previous version will be shown. If the previous version is the first version of this SEOC, no changes will be displayed.
- Select the **Next Version** button. The changes for the next version will be shown.

6. Select the **Print SEOC** button. The **Print SEOC** page will display with the current changes.

Figure 73: Print SEOC from Track Version Changes Page

Printed: 5/11/22 9:38 AM

VHA Office of Community Care - Standardized Episode of Care

Infertility Care

Infertility-Female 1.1.81.1.9 Discontinued Active

Effective Date: ~~01-04-2021~~ 04-01-2021

End Date: ~~04-01-2021~~

Category of Care: INFERTILITY

REV: No

Pre-certification Required: Yes

QASP: General Care

Description:
This authorization covers services associated with the specialty(s) identified for this episode of care, including all medical care listed below relevant to the referred care specified on the consult order.
Note: Separate referral/authorization required for IVF/ART. IVF/ART requires special eligibility and authorization. Excluded services: donor sperm, donor eggs, donor embryos and surrogacy. Female Veterans may purchase donor sperm for IUI at their own expense.
Note: Oocyte retrieval, cryopreservation and cryopreservation storage are excluded services on this referral. A separate referral for gamete harvesting for an approved medical condition will be needed for these services.

Duration: 365 days

Procedural Overview:
.
.
.
.

NOTE: By default, IE11 will not print the red and green background colors. To print the red and green background colors, check the **Print Background Colors and Images** box in the **Page Setup** dialog from the **Print** menu.

4.7. Draft a New SEOC

To draft a new SEOC, follow the steps listed below:

NOTE: To save your work in-progress, select **Save** at the bottom of the page.

1. From the SEOC Admin home page, select **Draft New SEOC**. The **Draft SEOC: Name and Service Line** window displays.

Figure 74: Draft SEOC: Name and Service Line

The screenshot shows a web browser window with the title 'Draft New SEOC'. The page header includes the 'VA COMMUNITY CARE' logo and a 'Logout' link. The main content area is titled 'New SEOC' and contains two required fields: 'SEOC Name (required, 80 characters remaining)' and 'Service Line (required)'. The 'Service Line' field is a dropdown menu with the text 'Select a Service Line'. At the bottom of the form, there are three buttons: 'RETURN TO SEOC LIST', 'EDIT', and 'VIEW SEOC'. The top right corner of the page shows a 'Logout' link and '(Admin)' status.

NOTE: *Draft New SEOC only applies to the first page in the **Create/Edit SEOC** workflow. When you navigate to any other page, it will save the **SEOC**, and thereafter the workflow will be presented as an edit to an existing **SEOC**.*

NOTE: *To return to the SEOC Admin home page while creating a **New SEOC**, select **Return to SEOC List** in the bottom left-hand corner of any page in the **Create/Edit SEOC** workflow. It will not save your changes to the **New SEOC**.*

2. In the **SEOC Name** field, enter the name for the new SEOC (required field). The maximum number of characters for this field is 80.
3. From the **Service Line** menu, select a service line (required field).

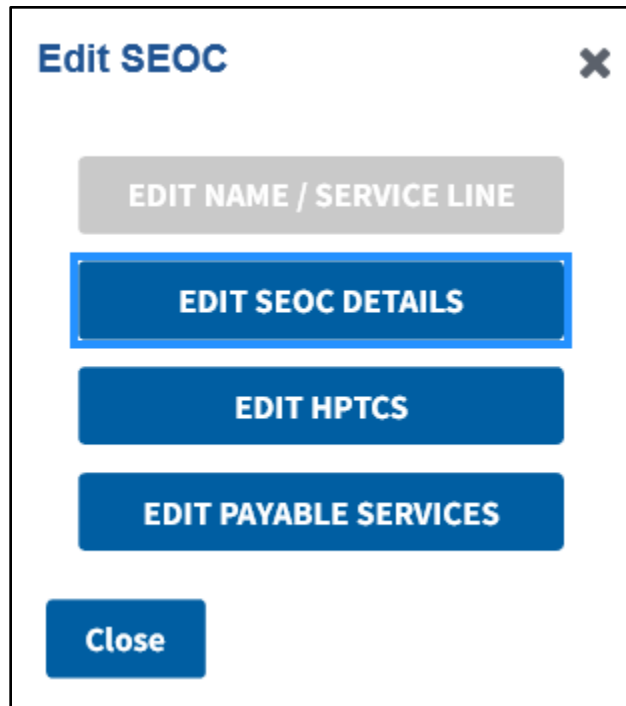
NOTE: *If either the **SEOC Name** or **Service Line** are not populated, an error will display when you select **Add/Edit SEOC Details**.*

NOTE: *If the **SEOC Name** is already being used by another SEOC, an error will display when you select **Add/Edit SEOC Details**. It is not case-sensitive, and it does not take extra spaces into account.*

NOTE: *The error message can be dismissed by selecting the X button.*

4. Select **Edit**. The **Edit SEOC** dialog box displays.

Figure 75: Edit SEOC Dialog Box



NOTE: The option in the **Edit SEOC** dialog box for the current page will be disabled. For instance, in the screenshot above, this is the **Edit Name / Service Line** page, so that option is disabled, but in any other page in the workflow, it will be available.

NOTE: For the purposes of this document, the steps will go through all pages of the **Edit SEOC** workflow in sequential order, though this is not required in the application.

5. Select **Edit SEOC Details** from the **Edit SEOC** dialog box. The **Edit SEOC: Details** page will display.

Figure 76: Edit SEOC: Details (1 of 2)

VA COMMUNITY CARE

SEOC ADMINISTRATOR

VERSION 1.17.0

Audiology

Patient, Test

In-Progress (NEW)

Category Of Care

Select a category

Duration (1-365 days)

365

QASP

Primary Care

REV

No

Description (1867 characters remaining)

This authorization covers services associated with all medical care listed below for the referred condition indicated on the consult.

RETURN TO SEOC LIST

EDIT

VIEW SEOC

SAVE

Figure 77: Edit SEOC: Details (2 of 2)

VA COMMUNITY CARE

SEOC ADMINISTRATOR

VERSION 1.17.0

Audiology

Patient, Test

In-Progress (NEW)

Procedural Overview:

Additional Description for Procedural Overview (5000 characters remaining)

Disclaimer:

Additional Information (2000 characters remaining)

RETURN TO SEOC LIST

EDIT

VIEW SEOC

SAVE

6. From the **Category of Care** drop-down menu, select the **Category of Care**.
7. In the **Duration (days)** field, enter the duration. Minimum number of days being one and maximum number of days being 365.

NOTE: If the value of **Duration** is not a number between 1 and 365, an error will be displayed if you select **Return to SEOC List** or **View SEOC**, or if you navigate using the **Edit Menu**.

NOTE: The error message can be dismissed by selecting the X button.

8. From the **QASP** drop-down menu, select the **QASP**.
9. From the **REV** drop-down menu, select **Yes** or **No**.

NOTE: To activate a **SEOC**, the **REV** flag can only be true if at least one **Payable Service** has a **Billing Code** that requires **Pre-Certification** or is set to **Any Code Accepted** or **No Code Required**.

10. In the **Description** field, enter a description for the procedure. The maximum number of characters for this field is 2000.

NOTE: The **Procedural Overview** field is auto-populated based on the **Payable Services**.

11. In the **Additional Description for Procedural Overview** field, enter additional information. The maximum number of characters for this field is 5000.

NOTE: The **Disclaimer** field refers to the **General Disclaimer** which is shared across all **SEOCs**. To update the **General Disclaimer**, use the **Edit Disclaimer** functionality.

12. In the **Additional Information** field, enter additional information regarding the procedure if desired. The maximum number of characters for this field is 2000.
13. Select **Edit HPTCs** from the **Edit** menu. The **Edit SEOC: SEOC Provider Taxonomy Codes** page displays.

Figure 78: Edit SEOC: Provider Taxonomy Codes

The screenshot displays the 'Edit SEOC: Provider Taxonomy Codes' interface. At the top, the VA Community Care logo is visible, along with user information: 'SEOC ADMINISTRATOR', 'Audiology', 'Patient, Test', and 'In-Progress (NEW)'. A 'Logout (Admin)' link is in the top right. The main content area features a table titled 'SEOC Provider Taxonomy Codes' with the following structure:

HPTC	Grouping	Classification	Specialization

Below the table, there are two buttons: 'Remove highlighted HPTC from SEOC' (disabled) and 'Add new HPTCs to SEOC' (active). At the bottom of the page, there are four buttons: 'RETURN TO SEOC LIST', 'EDIT', 'VIEW SEOC', and 'SAVE'.

14. Select **Add new HPTCs to SEOC**. The **Edit SEOC: Add Provider Taxonomy Codes** page will display.

Figure 79: Edit SEOC: Add Provider Taxonomy Codes

VA COMMUNITY CARE

SEOC ADMINISTRATOR | VERSION 1.17.0 | Audiology | Patient, Test | In-Progress (NEW) | Logout (Admin)

Add Provider Taxonomy Codes to SEOC

Filter HPTC table by text (contains)

Filter by HPTC table contents

855 Items Page 1 of 143

HPTC	Grouping	Classification	Specialization
101Y00000X	Behavioral Health & Social Service Providers	Counselor	
101YA0400X	Behavioral Health & Social Service Providers	Counselor	Addiction (Substance Use Disorder)
101YM0800X	Behavioral Health & Social Service Providers	Counselor	Mental Health
101YP1600X	Behavioral Health & Social Service Providers	Counselor	Pastoral
101YP2500X	Behavioral Health & Social Service Providers	Counselor	Professional
101YS0200X	Behavioral Health & Social Service Providers	Counselor	School

NOTE: The navigation buttons in the footer will be disabled while this page is displayed. To enable the navigation buttons, select the **Done** button to return to the previous page.

- Enter text in the **Filter HPTC table by text** field. Press **Enter** or select the **Search** button. The table displays all rows with the text you entered in any of the four columns: **HPTC**, **Grouping**, **Classification**, or **Specialization**.
- Select a **Provider Taxonomy Code (HPTC)**.
- Select **Add Highlighted HPTC to SEOC**. A confirmation message will display.

Figure 80: Edit SEOC: Provider Taxonomy Code Added Message

The screenshot shows the VA Community Care SEOC Administrator interface. At the top, there is a header with the VA logo, 'SEOC ADMINISTRATOR', 'VERSION', 'Audiology', 'Patient, Test', and 'In-Progress (NEW)'. A confirmation message at the top states 'HPTC 2355A2700X added to SEOC' with a green checkmark icon and a close button (X). Below this, a section titled 'Add Provider Taxonomy Codes to SEOC' contains a search filter 'Filter HPTC table by text (contains)' with the value 'audiology'. A table below the filter shows 1 item on page 1 of 1. The table has four columns: HPTC, Grouping, Classification, and Specialization. The row for HPTC 2355A2700X shows it is for 'Speech, Language and Hearing Service Providers', 'Specialist/Technologist', and 'Audiology Assistant'. At the bottom of the table are buttons for 'Add highlighted HPTC to SEOC' and 'Done'. At the very bottom of the interface are buttons for 'RETURN TO SEOC LIST', 'EDIT', 'VIEW SEOC', and 'SAVE'.

HPTC	Grouping	Classification	Specialization
2355A2700X	Speech, Language and Hearing Service Providers	Specialist/Technologist	Audiology Assistant

NOTE: The confirmation message can be dismissed by selecting the X button.

NOTE: If the selected **HPTC** has already been added to the **SEOC**, an error dialog will display when you select **Add highlighted HPTC to SEOC**.

18. Repeat steps 16-18 to add additional **HPTCs** to the **SEOC**.
19. When you are finished adding provider codes, select **Done**. The **Edit SEOC: SEOC Provider Taxonomy Codes** page will display. The table displays the provider codes you added on the previous page.

Figure 81: Edit SEOC: Added Provider Taxonomy Codes

VA COMMUNITY CARE

SEOC ADMINISTRATOR VERSION 1.17.0

Audiology Patient, Test

Logout (Admin)

In-Progress (NEW)

SEOC Provider Taxonomy Codes

HPTC	Grouping	Classification	Specialization
231H00000X	Speech, Language and Hearing Service Providers	Audiologist	
2355A2700X	Speech, Language and Hearing Service Providers	Specialist/Technologist	Audiology Assistant
237600000X	Speech, Language and Hearing Service Providers	Audiologist-Hearing Aid Fitter	

Remove highlighted HPTC from SEOC Add new HPTCs to SEOC

RETURN TO SEOC LIST EDIT VIEW SEOC SAVE

20. If needed, you can select an **HPTC** row and select **Remove highlighted HPTC from SEOC** to remove an **HPTC**. The **Confirm Remove HPTC** dialog will display.

Figure 82: Edit SEOC: Confirm Remove HPTC

Remove HPTC 261QA0006X from SEOC?

Cancel Confirm

21. Select **Confirm** to remove the **HPTC** from the **SEOC**. A confirmation message will display.

Figure 83: Edit SEOC: Provider HPTC Removed Message

VA COMMUNITY CARE

SEOC ADMINISTRATOR Audiology
VERSION 1.17.0 Patient, Test

Logout (Admin)

In-Progress (NEW)

✓ HPTC 2355A2700X has been removed ✕

SEOC Provider Taxonomy Codes

HPTC	Grouping	Classification	Specialization

Remove highlighted HPTC from SEOC Add new HPTCs to SEOC

RETURN TO SEOC LIST EDIT VIEW SEOC SAVE

NOTE: The confirmation message can be dismissed by selecting the X button.

22. Select **Edit SEOC Payable Services** from the **Edit Menu**. The **Edit SEOC: Payable Services** page will display.

Figure 84: Edit SEOC: Payable Services

VA COMMUNITY CARE

SEOC ADMINISTRATOR Audiology
VERSION 1.17.0 Patient, Test

Logout (Admin)

In-Progress (NEW)

Payable Services

Line Item	Clinical Service	Visits/Units	Frequency	Description of Service	Billing Code(s)

Add New Service to SEOC Edit Selected Service Remove Selected Service from SEOC

RETURN TO SEOC LIST EDIT VIEW SEOC SAVE

23. Select **Add New Service to SEOC**. The **Edit SEOC: Add Payable Service** section displays at the top of the page.

Figure 85: Edit SEOC: Edit Payable Service (1 of 2)

VA COMMUNITY CARE

SEOC ADMINISTRATOR
VERSION 1.17.0

Audiology
Patient, Test

Logout (Admin)

In-Progress (NEW)

Edit Payable Service

Description (required, 2000 characters remaining)

Allowable Visits / Units (required)
999

Clinical Service (required)
No Clinical Services added

Frequency (visits/interval) (optional)
Select Type

Remove Selected Clinical Service Add Clinical Service

RETURN TO SEOC LIST EDIT VIEW SEOC SAVE

Figure 86: Edit SEOC: Edit Payable Service (2 of 2)

VA COMMUNITY CARE

SEOC ADMINISTRATOR
VERSION 1.17.0

Audiology
Patient, Test

Logout (Admin)

In-Progress (NEW)

Remove Selected Clinical Service Add Clinical Service

Billing Codes

Billing Code	Type	Description	PreCert Required

No Code Required Accept Any Code Remove Selected Code from Service Add New Billing Code to Service Done Cancel

Payable Services
Payable Services:

Line Item	Clinical Service	Visits/Units	Frequency	Description	Billing Codes

Underlined billing codes require pre-certification

RETURN TO SEOC LIST EDIT VIEW SEOC SAVE

24. In the **Description** field, which is required, enter a description for the payable service. The maximum number of characters for the **Description** field is 2000.
25. Under **Clinical Services**, which are required, select **Add Clinical Service**. The **Edit SEOC: Add Clinical Service** dialog box will display.

Figure 87: Edit SEOC: Add Clinical Service

Manage Clinical Services for Payable Service

Search for Clinical Service (contains)

106 Items Page 1 of 18

01-General practice
02-General surgery
03-Allergy/immunology
04-Otolaryngology
05-Anesthesiology
06-Cardiology

Add Clinical Service to Payable Service Done

26. Enter text in the **Search for Clinical Service** field. Press **Enter** or select the **Search** button. The table displays all rows with the text you entered.
27. Select the desired **Clinical Service**.
28. Select **Add Clinical Service to Payable Service**. A confirmation message will display.

Figure 88: Edit SEOC: Clinical Service Added Message

Manage Clinical Services for Payable Service

aud

Clinical Service 64-Audiologist (billing independently) added to Payable Service

1 Items Page 1 of 1

64-Audiologist (billing independently)
--

Add Clinical Service to Payable Service Done

NOTE: If a **Clinical Service** is already associated with the **Payable Service**, an error message will display.

NOTE: Both the confirmation message and the error message can be dismissed by selecting the **X** button.

29. Repeat steps 27-29 to add additional **Clinical Services** to the **Payable Service**.
30. Select **Done**. The **Edit SEOC: Add Payable Service** section will display.

Figure 89: Edit SEOC: New Clinical Services added to the Payable Service

Clinical Service (required)

05-Anesthesiology
64-Audiologist (billing independently)

Remove Selected Clinical Service **Add Clinical Service**

31. If needed, select a **Clinical Service** row, and select **Remove Selected Clinical Service** to remove a **Clinical Service**. A confirmation message will display.

Figure 90: Edit SEOC: Clinical Service Removed Message

✓ **Clinical service 05-Anesthesiology has been removed** ✕

Clinical Service (required)

64-Audiologist (billing independently)
--

Remove Selected Clinical Service **Add Clinical Service**

NOTE: The confirmation message can be dismissed by selecting the X button.

32. In the **Allowable Visits / Units** field, which is optional, enter the number of allowed visits or other units. The maximum value for the **Allowable Visits / Units** field is 99,999.
33. In the **Frequency (visits/interval)** fields, which are optional, enter the frequency of visits and select if it is per week, month, or year.

NOTE: If either the **Frequency Visits** or the **Frequency Interval** field is populated without the other, an error will be displayed if you select **Done**.

NOTE: The error message can be dismissed by selecting the X button.

34. If this service does not require billing codes, select **No Code Required**. A confirmation message will display.

Figure 91: Edit SEOC: No Billing Codes Required Added Message

The screenshot shows a confirmation message at the top: "No Billing Codes Required has been added" with a green checkmark icon and a close button (X). Below the message is a table titled "Billing Codes". The table has four columns: "Billing Code", "Type", "Description", and "PreCert Required". There is one row in the table with the following values: "No Billing Codes Required" (under Description), "Yes" (under PreCert Required), and empty cells for Billing Code and Type. At the bottom of the interface are several buttons: "No Code Required", "Accept Any Code", "Remove Selected Code from Service", "Add New Billing Code to Service", "Done", and "Cancel".

NOTE: The confirmation message can be dismissed by selecting the X button.

35. If you need to remove this and select something else, select **Remove Selected Code from Service**. A confirmation message will display.

Figure 92: Edit SEOC: No Billing Codes Required Removed Message

The screenshot shows a confirmation message at the top: "No Billing Codes Required has been removed" with a green checkmark icon and a close button (X). Below the message is a table titled "Billing Codes". The table has four columns: "Billing Code", "Type", "Description", and "PreCert Required". The table is currently empty. At the bottom of the interface are several buttons: "No Code Required", "Accept Any Code", "Remove Selected Code from Service", "Add New Billing Code to Service", "Done", and "Cancel".

NOTE: The confirmation message can be dismissed by selecting the X button.

36. If this service can accept any billing code, select **Accept Any Code**. A confirmation message will display.

Figure 93: Edit SEOC: Any Billing Code Accepted Added Message

The screenshot shows a confirmation message at the top: "Any Billing Code Accepted has been added" with a green checkmark icon and a close button (X). Below the message is a table titled "Billing Codes". The table has four columns: "Billing Code", "Type", "Description", and "PreCert Required". There is one row in the table with the following values: "Any Billing Code Accepted" (under Description), "Yes" (under PreCert Required), and empty cells for Billing Code and Type. At the bottom of the interface are several buttons: "No Code Required", "Accept Any Code", "Remove Selected Code from Service", "Add New Billing Code to Service", "Done", and "Cancel".

NOTE: The confirmation message can be dismissed by selecting the X button.

37. If you need to remove this and select something else, select **Remove Selected Code from Service**. A confirmation message will display.

Figure 94: Edit SEOC: Any Billing Code Accepted Removed Message

Any Billing Code Accepted has been removed

Billing Codes

Billing Code	Type	Description	PreCert Required

No Code Required
Accept Any Code
Remove Selected Code from Service
Add New Billing Code to Service
Done
Cancel

NOTE: The confirmation message can be dismissed by selecting the X button.

38. If this service requires billing codes, select **Add New Billing Code to Service**. The **Edit SEOC: Add Billing Code** dialog box will display.

Figure 95: Edit SEOC: Add Billing Code

Manage Billing Codes for Payable Service

Search by billing code

9867 Items Page 1 of 1974

1
2
3
Next
1974

Billing Code	Type	Description	PreCert Required
000001A1AX	CPT	added to lwsoec	No
0000222	HIPPS	test2021_	No
0007U	CPT	Genotox Laboratories, LTD - proprietary ToxProtect™ - Drug test(s), presumptive, with definitive confirmation of positive results, any number of drug classes, urine, includes specimen verification including DNA authentication in comparison to buccal DNA, per date of service	No
000LW	CPT	lwsoec	No
00100	CPT	Anesthesia for procedures on salivary glands, including biopsy	No

39. Enter text in the **Search by billing code** field. Press **Enter** or select the **Search** button. The table will display all rows where the **Billing Code** column starts with the text you entered.
40. Select the desired **Billing Code**.
41. Select **Add Code to Payable Service**. A confirmation message will display.

Figure 96: Edit SEOC: Billing Code Added Message

Manage Billing Codes for Payable Service [X]

Search by billing code [Q]

✓ **Billing code 00124 added to Payable Service** [X]

12379 Items Page 4 of 2476 [1] [Previous] [4] [Next] [2476]

Billing Code	Type	Description	PreCert Required
00124	CPT	Anesthesia for procedures on external, middle, and inner ear including biopsy; otoscopy	No
00126	CPT	Anesthesia for procedures on external, middle, and inner ear including biopsy; tympanotomy	No
0012U	CPT	Germline disorders, gene rearrangement detection by whole genome next-generation sequencing, DNA, whole blood, report of specific gene rearrangement(s)	No
0013U	CPT	Oncology (solid organ neoplasia), gene rearrangement detection by whole genome next-generation sequencing, DNA, fresh or frozen tissue or cells, report of specific gene rearrangement(s)	No
00140	CPT	Anesthesia for procedures on eye; not otherwise specified	No

[Add Code to Payable Service] [Define New Code] [Done]

NOTE: The confirmation message can be dismissed by selecting the X button.

42. Repeat steps 40-42 to add additional **Billing Codes** to the **Payable Service**.
43. To define a new **Billing Code**, select **Define New Code**. The **Define New Billing Code** form will display.

Figure 97: Edit SEOC: Define New Billing Code

Define New Billing Code [X]

Search by billing code [Q]

Billing Code (required) (25 characters remaining)	Type (required)	Description (required) (2000 characters remaining)	PreCert Required (required)
<input type="text"/>	CPT [v]	<input type="text"/>	No [v]

[Cancel] [Add Code to Payable Service]

NOTE: If you had entered a billing code in the **Search by Billing Code Field** before selecting **Define New Code**, the **Billing Code Field** will be pre-populated with the value from the **Search by Billing Code Field**.

NOTE: If the pre-populated value for the **Billing Code Field** starts with a letter, the **Type** menu will default to **DRG**. Otherwise, it will default to **CPT**.

44. In the **Billing Code** field, which is required, enter the billing code.

NOTE: The maximum number of characters for the **Billing Code** field is 25.

45. From the **Type** menu, select the type of billing code (required field).

46. In the **Description** field, which is required, enter the billing code description.

NOTE: The maximum number of characters for the **Description** field is 2000.

47. From the **PreCert Required** menu, select whether the billing code requires pre-certification (required field).

48. Select **Add Code to Payable Service**. The new code will be added to the current payable service. A confirmation message will display. It will also be available in the list of billing codes in the **Add Billing Code** dialog box.

NOTE: If any of the fields are not populated, there are any characters in the **Billing Code** field that are not letters, numbers, a hyphen, or a period, or the **Description** field has a backslash character, an error message will appear when you select **Add Code to Payable Service**.

NOTE: The error message can be dismissed by selecting the X button.

Figure 98: Edit SEOC: New Billing Code Added Message

Manage Billing Codes for Payable Service

Search by billing code

✓ Billing code 10122020 added to Payable Service

Billing Code	Type	Description	PreCert Required
10122020	CPT	Test October 12	No
10140	CPT	Incision and drainage of hematoma, seroma or fluid collection	No
10141	CPT	Incision And Drainage Of Hematoma; Complicated	No
10160	CPT	Puncture aspiration of abscess, hematoma, bulla, or cyst	No
10180	CPT	Incision and drainage, complex, postoperative wound infection	No
1022F	CPT	Pneumococcus immunization status assessed (CAP, COPD	No
1028F	CPT	Co-morbid conditions assessed (eg, includes assessment for presence or absence of: malignancy, liver disease, congestive heart	No

Add Code to Payable Service Define New Code Done

NOTE: The confirmation message can be dismissed by selecting the X button.

49. Select **Done**. The **Edit SEOC: Add Payable Service** section will display.

Figure 99: Edit SEOC: Billing Codes added to the Payable Service

Billing Codes			
Billing Code	Type	Description	PreCert Required
000001ABCD	DRG	test123...	No
10122020	CPT	Test October 12	No

50. If needed, you can select a **Billing Code** row and select **Remove Selected Code from Service** to remove a **Billing Code**. A confirmation message will display.

Figure 100: Edit SEOC: Billing Code Removed Message

Billing code 10122020 has been removed
✕

Billing Codes			
Billing Code	Type	Description	PreCert Required
000001ABCD	DRG	test123...	No

NOTE: The confirmation message can be dismissed by selecting the X button.

51. Select **Done**. The **Edit SEOC: Payable Services** section displays at the top of the page.

Figure 101: Edit SEOC: Payable Service Added to SEOC

[Logout](#)
 (Admin)

SEOC ADMINISTRATOR
 VERSION 1.17.0

Audiology
Patient, Test

In-Progress (NEW)

Payable Services

Line Item	Clinical Service	Visits/Units	Frequency	Description of Service	Billing Code(s)
1	64-Audiologist (billing independently)	120	8 / month	Enter description here.	00124, 00126
2	15-Speech language pathologist	999	N/A	Enter text here.	Accept Any Code
3	32-Anesthesiologist assistant	999	N/A	Enter text here.	Accept Any Code

NOTE: If any of the required fields are not populated, or if **Allowable Visits/Units** or **Frequency** are not numbers within the specified range, an error message will appear when you select **Done**.

NOTE: The error message can be dismissed by selecting **X**.

52. If needed, you can select a **Payable Service** row and select **Remove Selected Service from SEOC** to remove a **Payable Service**. The **Confirm Delete Payable Service** dialog will display.

Figure 102: Edit SEOC: Delete Payable Service Confirmation



53. Select **Confirm Deletion** to remove the **Payable Service**. A confirmation message will appear.

Figure 103: Edit SEOC: Payable Service Removed Message

Line Item	Clinical Service	Visits/Units	Frequency	Description of Service	Billing Code(s)
1	64-Audiologist (billing independently)	120	8 / month	Enter description here.	00124, 00126
2	15-Speech language pathologist	999	N/A	Enter text here.	Accept Any Code

NOTE: The confirmation message can be dismissed by selecting the **X** button.

54. You can also select a **Payable Service** row and select **Edit Selected Service** to edit the selected **Payable Service**.

55. To reorder the list of the Payable Services, select the position from the **Line Item** drop-down menu.
56. Select **Save**.
57. Select **View SEOC**. The information you entered will be displayed, including **Provider Taxonomy Codes (HPTCs)** and **Payable Services**. The **In-Progress (New)** status will display in the window.

Figure 104: Edit SEOC: View SEOC (1 of 2)

VA COMMUNITY CARE

SEOC ADMINISTRATOR Audiology
VERSION 1.1.1 **Patient, Test**

[Logout](#)
(Admin)

In-Progress (NEW)

Effective Date:

Category of Care: AUDIOLOGY

REV: No

Pre-certification Required: Yes

QASP: Primary Care

Description:
This authorization covers services associated with all medical care listed below for the referred condition indicated on the consult.

Duration: 365 days

Procedural Overview:
This field allows you to enter an additional description for the Procedural Overview. There is a 5000 character limit for this field.

1. Enter description here.
2. Enter text here.

Disclaimer:

Additional Information:
This field allows you to enter an additional information for the Disclaimer. There is a 2000 character limit for this field.

[RETURN TO SEOC LIST](#) [ACTIVATE SEOC](#) [EDIT](#) [DELETE SEOC](#) [PRINT SEOC](#)

Figure 105: Edit SEOC: View SEOC (2 of 2)

VA COMMUNITY CARE

SEOC ADMINISTRATOR Audiology
VERSION 1.1.1 **Patient, Test**

[Logout](#)
(Admin)

In-Progress (NEW)

Provider Taxonomy Codes:

HPTC	Grouping	Classification	Specialization
231H00000X	Speech, Language and Hearing Service Providers	Audiologist	
2355A2700X	Speech, Language and Hearing Service Providers	Specialist/Technologist	Audiology Assistant
237600000X	Speech, Language and Hearing Service Providers	Audiologist-Hearing Aid Fitter	

Payable Services:

Line Item	Clinical Service	Visits/Units	Frequency	Description	Billing Codes
1	64-Audiologist (billing independently)	120	8 / month	Enter description here.	00124, 00126
2	15-Speech language pathologist	12	1 / month	Enter text here.	Accept Any Code

Underlined billing codes require pre-certification

[RETURN TO SEOC LIST](#) [ACTIVATE SEOC](#) [EDIT](#) [DELETE SEOC](#) [PRINT SEOC](#)

4.7.1. Edit an In-Progress SEOC

NOTE: *If a user attempts to edit a SEOC that another user is already editing, the user will receive a message stating that the request can't be processed.*

NOTE: *If a user attempts to edit a SEOC while the system is in maintenance mode for Billing Code Management, the user will receive a message stating that the request can't be processed.*

To edit a SEOC that is currently marked as In-Progress, follow the steps listed below:

1. From the SEOC Admin home page, select the SEOC you would like to edit.
2. Select **View Selected SEOC**, the **View SEOC** page displays.
3. Select **EDIT SEOC**. The **Edit SEOC: Name** window displays.
4. Follow the workflow in the previous section to edit any fields as necessary.
5. Select **View SEOC** to confirm the edits.

4.7.2. Activate an In-Progress SEOC

To activate a SEOC that is currently marked as In-Progress, follow the steps listed below:

1. From the SEOC Admin home page, select the SEOC you would like to activate.
2. Select **View Selected SEOC**, the **View SEOC** page displays.
3. Select **Activate SEOC**.

NOTE: *Once the SEOC is activated, the previous version status is automatically set to Discontinued.*

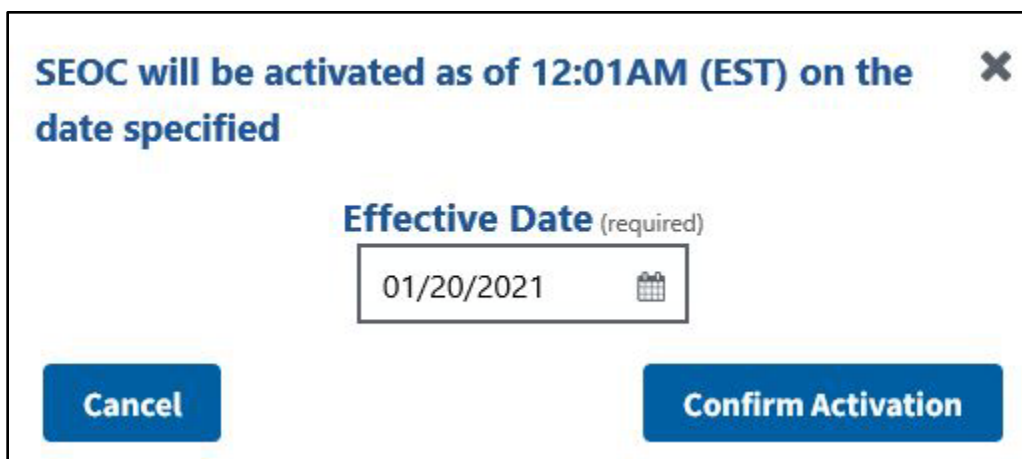
4. If there are activation errors, the **Activation Error** dialog will display listing what needs to be resolved before the **SEOC** can be activated.

Figure 106: SEOC Activation Errors



5. If there are no activation errors, the **Confirm Activation** dialog displays.

Figure 107: SEOC Activation Confirmation



SEOC will be activated as of 12:01AM (EST) on the date specified

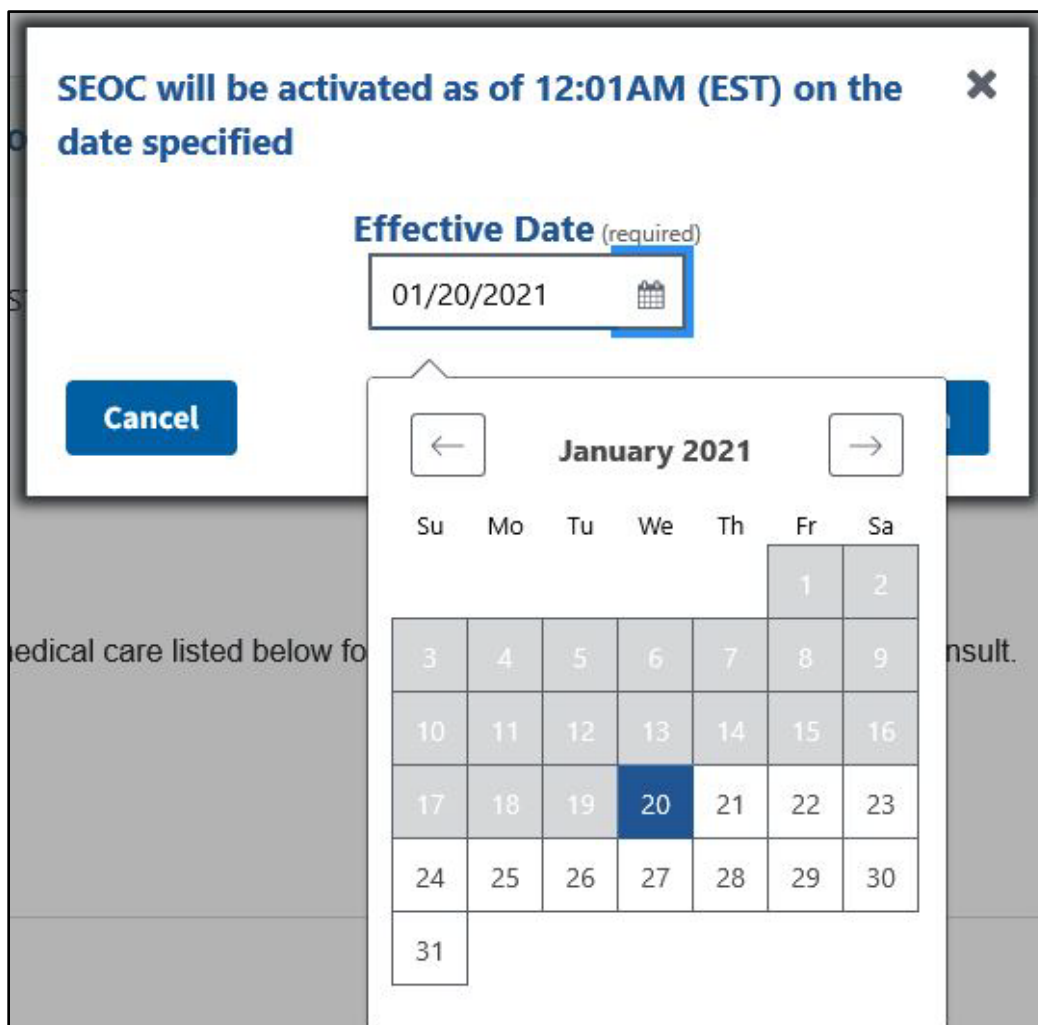
Effective Date (required)

01/20/2021

Cancel Confirm Activation

- The **Effective Date** will default to the next day at 12:01AM EST. If needed, enter a new **Effective Date** in the input or select the calendar icon to select a date.

Figure 108: SEOC Activation Confirmation Calendar



SEOC will be activated as of 12:01AM (EST) on the date specified

Effective Date (required)

01/20/2021

Cancel

January 2021

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

7. Select **Confirm Activation**. A confirmation message will display. The **Date Hold** status will display in the upper-right-hand corner of the page.

NOTE: The **SEOC** will remain in **Date Hold** status until 12:01AM EST on the specified **Effective Date**. At that time, the **SEOC** will change to **Active** status.

Figure 109: SEOC Will be Activated Message

The screenshot shows the VA Community Care SEOC Administrator interface. At the top, there's a navigation bar with the VA logo and 'COMMUNITY CARE' text. Below this, the user is logged in as 'Infertility Care' with version 'Test, January 1.5.1'. A green banner at the top of the main content area displays a checkmark icon and the message 'SEOC will be activated on 01-20-2021'. Below the banner, the 'Effective Date' is listed as '01-20-2021'. The 'Category of Care' is 'IN-VITRO FERTILIZATION (IVF)/ ASSISTED REPRODUCTIVE TECH (ART)'. Other details include 'REV: No', 'Pre-certification Required: Yes', 'QASP: Primary Care', and a 'Description' stating that the authorization covers services associated with all medical care listed below for the referred condition indicated on the consult. The 'Duration' is '100 days'. A 'Procedural Overview' section contains a placeholder text 'fgadf~@#%&*>'. At the bottom of the interface, there are several buttons: 'RETURN TO SEOC LIST', 'REVERT SEOC TO IN-PROGRESS', 'EDIT DATE HOLD SEOC', 'EDIT EFFECTIVE DATE', 'CREATE IN-PROGRESS REVISION', and 'PRINT SEOC'. A 'Date Hold' status is indicated in the top right corner.

NOTE: The confirmation message can be dismissed by selecting the X button.

8. Select **Return to SEOC List** to see the SEOC in the list with a **Date Hold** status.

4.7.3. Delete an In-Progress SEOC

To delete a SEOC that is currently marked as In-Progress, follow the steps listed below:

1. From the SEOC Admin home page, select the draft SEOC you would like to delete.
2. Select **View Selected SEOC**, the **View SEOC** page displays.
3. Select **Delete SEOC**. The **Confirm Deletion** dialog box displays.

Figure 110: Confirm Deletion

The screenshot shows a 'Confirm Deletion' dialog box. It has a blue border and a close button (X) in the top right corner. The main text inside the dialog box is 'Testtesttest will be permanently deleted'. Below the text, there are two buttons: 'CANCEL' and 'CONFIRM DELETION'.

4. Select **Confirm Deletion**. The SEOC is deleted from the SEOC List.

Figure 111: SEOC Deleted Message

The screenshot shows the VA Community Care SEOC Administrator interface. At the top, there is a header with the VA Community Care logo, the title "Standardized Episodes of Care", and a "Logout" link. Below the header, there are filter options: "Filter by Billing Code", "Filter by Service Line", "Filter by Status", and "Filter by Name (contains)". A green banner at the top of the main content area displays a success message: "SEOC Testtesttest has been deleted". Below the banner, there is a table with 84 items, showing page 1 of 10. The table has columns for Service Line, SEOC Name, Version, Effective Date, End Date, and Status. The first two rows of the table are visible:

Service Line	SEOC Name	Version	Effective Date	End Date	Status
PCP	xxxx	NEW			IN-PROGRESS
TRA	Testxyz	NEW			IN-PROGRESS

4.8. Pending Revisions

4.8.1. Create a Revision

To create a revision to an existing SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select the active SEOC you would like to create a pending revision.
2. Select **View Selected SEOC**, the **View SEOC** page displays.
3. Select **Create Pending Revision**. The **Revision: Name and Service Line** window displays.

Figure 112: Revision: Name and Service Line

VACare COMMUNITY CARE

[Logout](#)
👤 (Admin)

SEOC ADMINISTRATOR Audiology
VERSION 1.17.0 **Audiology Cochlear Implant Annual Follow Up** **In-Progress (REVISION)**

SEOC Name (required, 37 characters remaining) Service Line (required)

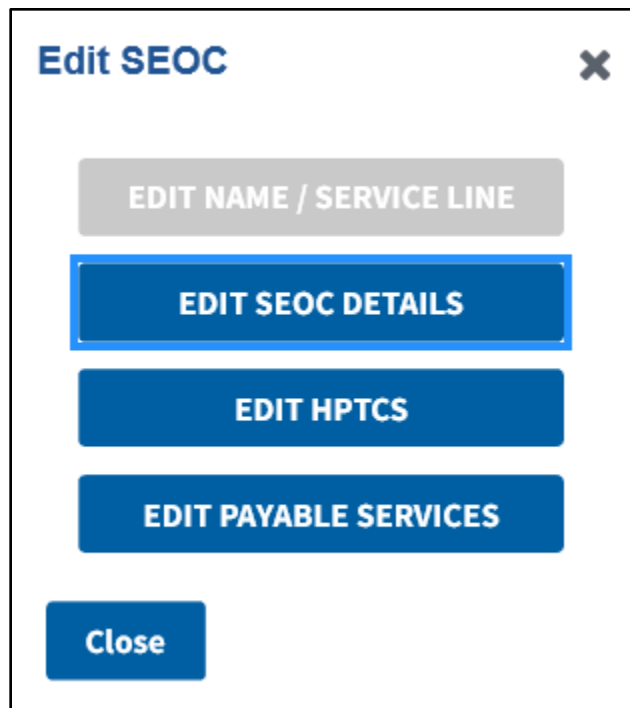
Audiology Cochlear Implant Annual Follow Up Audiology

[RETURN TO SEOC LIST](#) [EDIT](#) [VIEW SEOC](#) [SAVE](#)

NOTE: To return to the SEOC Admin home page while editing a new **SEOC** or **Revision**, select **Return to SEOC List** in the bottom left-hand corner of any page in the **Edit SEOC** workflow.

4. Update the **SEOC Name** and **Service Line** as needed.
5. Select **Edit**. The **Edit SEOC** dialog box displays.

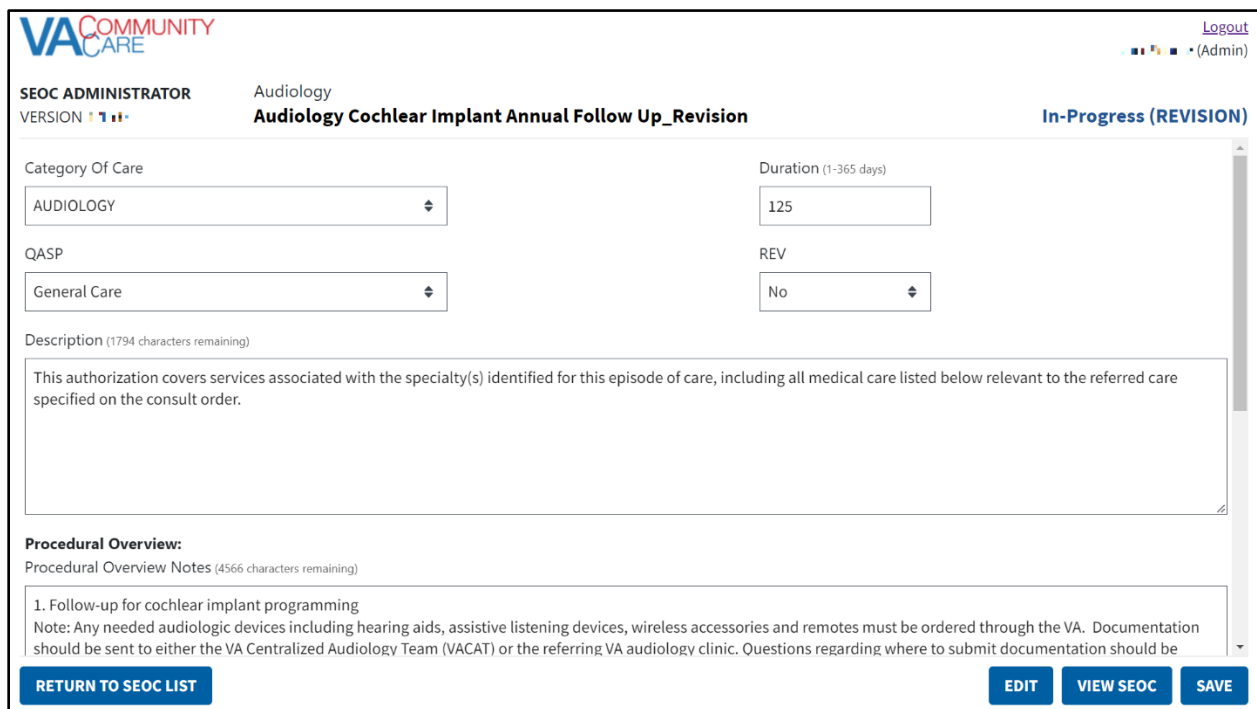
Figure 113: Edit SEOC Dialog Box



The dialog box is titled "Edit SEOC" in blue text at the top left, with a close button (X) at the top right. It contains five buttons stacked vertically: "EDIT NAME / SERVICE LINE" (gray), "EDIT SEOC DETAILS" (blue with a red border), "EDIT HPTCS" (blue), "EDIT PAYABLE SERVICES" (blue), and "Close" (blue) at the bottom.

- From the **Edit SEOC** dialog box, select **Edit SEOC Details**. The **Revision: Details** window displays.

Figure 114: Revision: Details

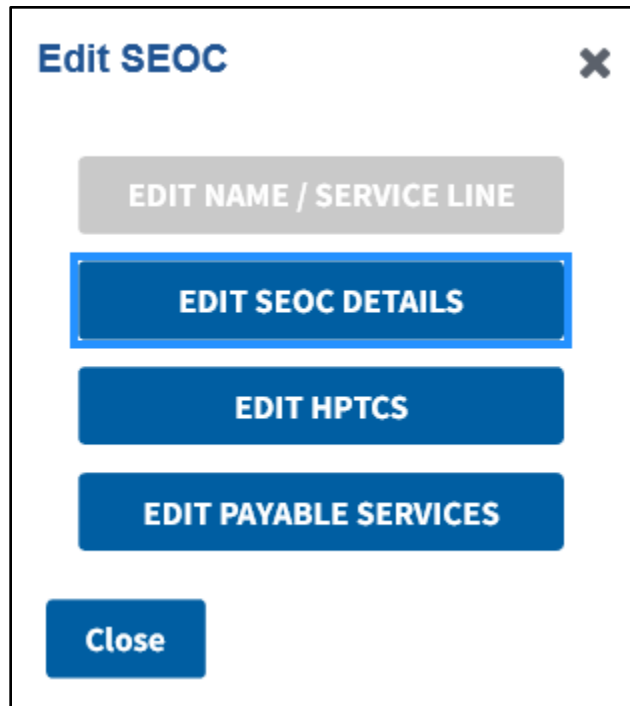


The "Revision: Details" window displays the following information:

- VA COMMUNITY CARE** logo at the top left.
- SEOC ADMINISTRATOR** and **VERSION** at the top left.
- Audiology** and **Audiology Cochlear Implant Annual Follow Up_Revision** at the top center.
- In-Progress (REVISION)** at the top right.
- Logout** and **(Admin)** at the top right.
- Category Of Care** dropdown menu with **AUDIOLOGY** selected.
- Duration (1-365 days)** input field with **125** entered.
- QASP** dropdown menu with **General Care** selected.
- REV** dropdown menu with **No** selected.
- Description (1794 characters remaining)** text area with the text: "This authorization covers services associated with the specialty(s) identified for this episode of care, including all medical care listed below relevant to the referred care specified on the consult order."
- Procedural Overview:** section with **Procedural Overview Notes (4566 characters remaining)** text area containing the text: "1. Follow-up for cochlear implant programming. Note: Any needed audiologic devices including hearing aids, assistive listening devices, wireless accessories and remotes must be ordered through the VA. Documentation should be sent to either the VA Centralized Audiology Team (VACAT) or the referring VA audiology clinic. Questions regarding where to submit documentation should be..."
- RETURN TO SEOC LIST** button at the bottom left.
- EDIT**, **VIEW SEOC**, and **SAVE** buttons at the bottom right.

- Update the details for the SEOC as needed.
- Select **Edit**. The **Edit SEOC** dialog box displays.

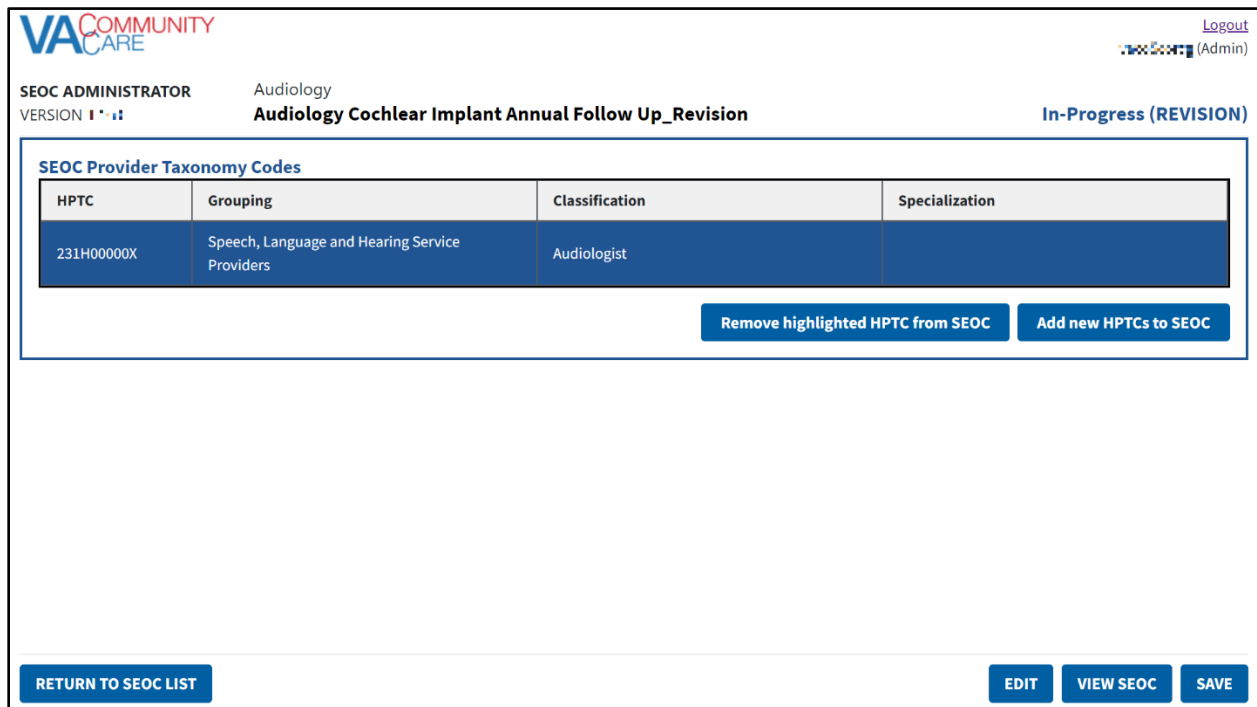
Figure 115: Edit SEOC Dialog Box



The dialog box is titled "Edit SEOC" with a close button (X) in the top right corner. It contains five buttons stacked vertically: "EDIT NAME / SERVICE LINE" (disabled, grey), "EDIT SEOC DETAILS" (active, blue with a red border), "EDIT HPTCS" (blue), "EDIT PAYABLE SERVICES" (blue), and "Close" (blue) at the bottom.

- From the **Edit SEOC** dialog box, select **Edit HPTCs**. The **Revision: SEOC Provider Taxonomy Codes** window displays.

Figure 116: Revision: SEOC Provider Taxonomy Codes



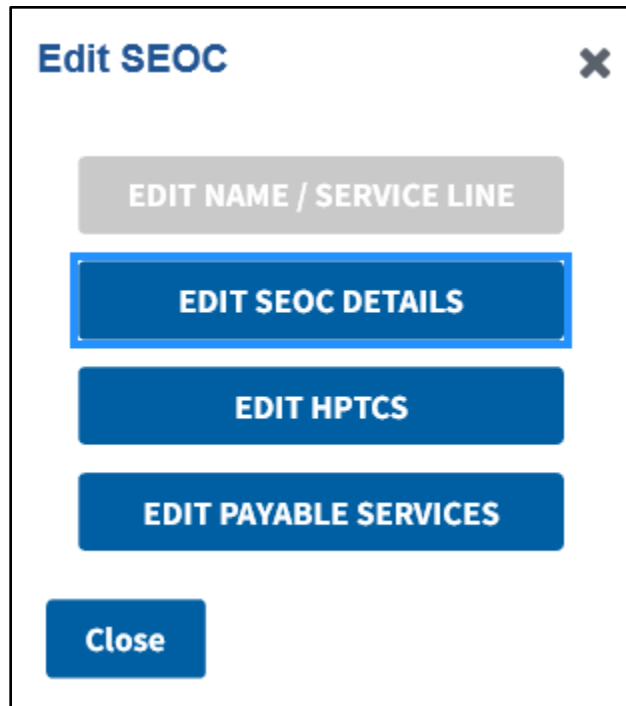
The window displays the VA Community Care logo and user information (Logout, Admin). The title bar includes "SEOC ADMINISTRATOR", "Audiology", "Audiology Cochlear Implant Annual Follow Up_Revision", and "In-Progress (REVISION)". The main content area is titled "SEOC Provider Taxonomy Codes" and contains a table with the following data:

HPTC	Grouping	Classification	Specialization
231H00000X	Speech, Language and Hearing Service Providers	Audiologist	

Below the table are two buttons: "Remove highlighted HPTC from SEOC" and "Add new HPTCs to SEOC". At the bottom of the window are three buttons: "RETURN TO SEOC LIST", "EDIT", "VIEW SEOC", and "SAVE".

- Update the **Provider Taxonomy Codes (HPTCs)** for the **SEOC** as needed.
- Select **Edit**. The **Edit SEOC** dialog box displays.

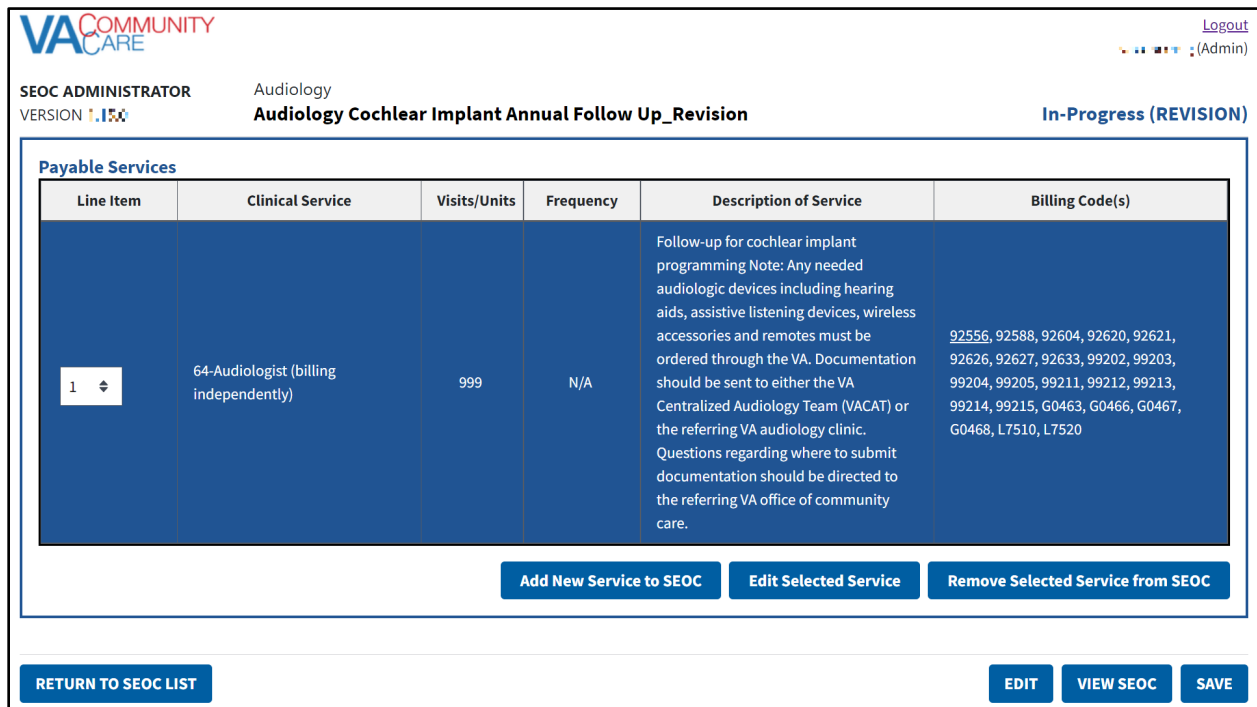
Figure 117: Edit SEOC Dialog Box



The dialog box is titled "Edit SEOC" with a close button (X) in the top right corner. It contains five buttons stacked vertically: "EDIT NAME / SERVICE LINE" (disabled), "EDIT SEOC DETAILS" (active/highlighted), "EDIT HPTCS", "EDIT PAYABLE SERVICES", and "Close".

- From the **Edit SEOC** dialog box, select **Edit Payable Services**. The **Revision: Payable Services** window displays.

Figure 118: Revision: Payable Services



The window displays the "Payable Services" section. At the top, it shows the VA Community Care logo, "SEOC ADMINISTRATOR VERSION 1.15.0", "Audiology", "Audiology Cochlear Implant Annual Follow Up_Revision", and "In-Progress (REVISION)". A "Logout (Admin)" link is in the top right.

Line Item	Clinical Service	Visits/Units	Frequency	Description of Service	Billing Code(s)
1	64-Audiologist (billing independently)	999	N/A	Follow-up for cochlear implant programming Note: Any needed audiologic devices including hearing aids, assistive listening devices, wireless accessories and remotes must be ordered through the VA. Documentation should be sent to either the VA Centralized Audiology Team (VACAT) or the referring VA audiology clinic. Questions regarding where to submit documentation should be directed to the referring VA office of community care.	92556, 92588, 92604, 92620, 92621, 92626, 92627, 92633, 99202, 99203, 99204, 99205, 99211, 99212, 99213, 99214, 99215, G0463, G0466, G0467, G0468, L7510, L7520

Below the table are three buttons: "Add New Service to SEOC", "Edit Selected Service", and "Remove Selected Service from SEOC".

At the bottom of the window are three buttons: "RETURN TO SEOC LIST", "EDIT", "VIEW SEOC", and "SAVE".

- Select a **Payable Service**.
- Select **Edit Selected Service**. The **Edit Payable Service** section will display.

Figure 119: Edit Payable Service

VA COMMUNITY CARE [Logout](#)
 (Admin)

SEOC ADMINISTRATOR **Audiology**
VERSION **Audiology Cochlear Implant Annual Follow Up_Revision** **In-Progress (REVISION)**

Edit Payable Service

Description (required, 1569 characters remaining)
 Follow-up for cochlear implant programming
 Note: Any needed audiologic devices including hearing aids, assistive listening devices, wireless accessories and remotes must be ordered through the VA. Documentation should be sent to either the VA Centralized Audiology Team (VACAT) or the referring VA audiology clinic. Questions regarding where to submit documentation should be directed to the referring VA office of community care.

Allowable Visits / Units (required)
 999

Clinical Service (required)

64-Audiologist (billing independently)

Frequency (visits/interval) (optional)
 Select Type

Remove Selected Clinical Service **Add Clinical Service**

RETURN TO SEOC LIST **EDIT** **VIEW SEOC** **SAVE**

15. Make any desired updates
16. Select **Done**. The **Revision: Payable Services** page will display.
17. Repeat steps 10-13 for the other **Payable Services** as needed.
18. Select **View SEOC**. The **In-Progress (Revision)** status will display in the window.

Figure 120: In-Progress (Revision) Status

VA COMMUNITY CARE [Logout](#)
 (Admin)

SEOC ADMINISTRATOR **Audiology**
VERSION **Audiology Cochlear Implant Annual Follow Up_Revision** **In-Progress (REVISION)**

Effective Date:

Category of Care: AUDIOLOGY

REV: No

Pre-certification Required: Yes

QASP: General Care

Description:
 This authorization covers services associated with the specialty(s) identified for this episode of care, including all medical care listed below relevant to the referred care specified on the consult order.

Duration: 125 days

Procedural Overview:
 1. Follow-up for cochlear implant programming
 Note: Any needed audiologic devices including hearing aids, assistive listening devices, wireless accessories and remotes must be ordered through the VA. Documentation should be sent to either the VA Centralized Audiology Team (VACAT) or the referring VA audiology clinic. Questions regarding where to submit documentation should be directed to the referring VA office of community care.

1. Follow-up for cochlear implant programming
 Note: Any needed audiologic devices including hearing aids, assistive listening devices, wireless accessories and remotes must be ordered through the VA. Documentation should be sent

RETURN TO SEOC LIST **ACTIVATE SEOC** **EDIT** **DELETE SEOC** **PRINT SEOC** **TRACK VERSION CHANGES**

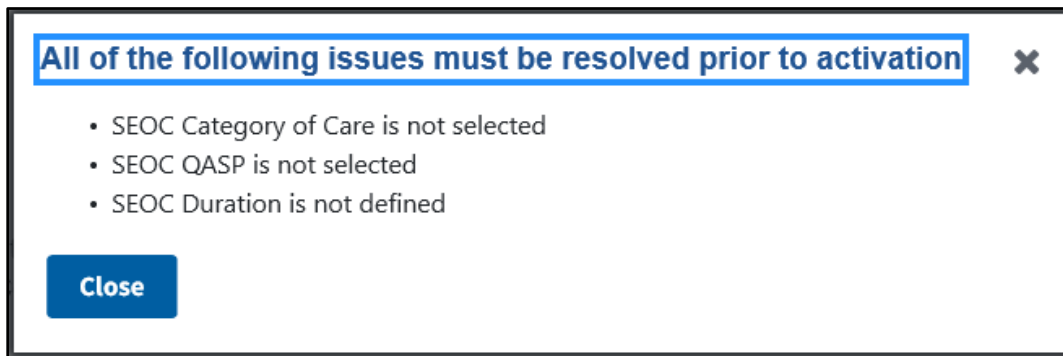
19. Select **Return to SEOC List**. The **Revision** will display in the list of SEOCs.

4.8.2. Activate a Revision

To activate a pending revision, follow the steps listed below:

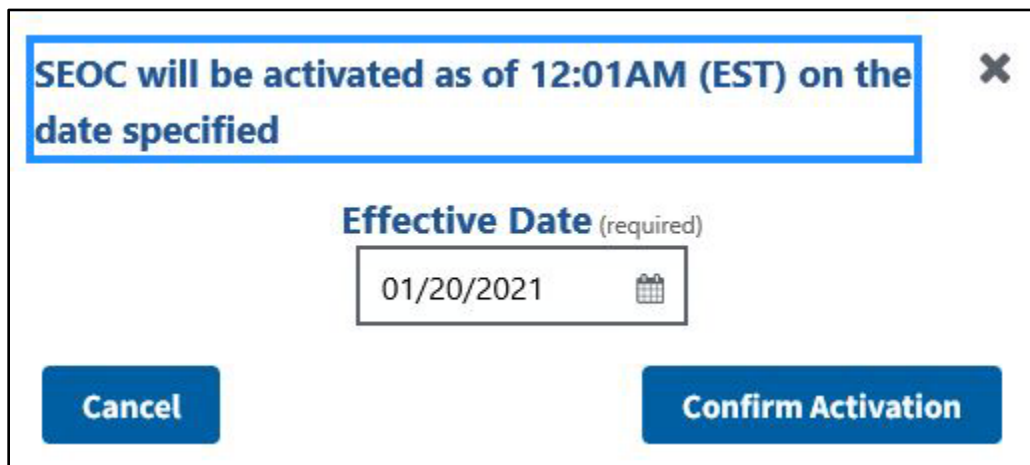
1. From the SEOC Admin home page, select the **In-Progress (REVISION)** SEOC that you would like to activate.
2. Select **View Selected SEOC**, the **View SEOC** page displays.
3. Select **Activate SEOC**. If there are activation errors, the **Activation Error** dialog will display listing what needs to be resolved before the SEOC can be activated.

Figure 121: Revision Activation Errors



4. The **Revision Activation Confirmation** message displays.

Figure 122: Revision Activation Confirmation Message



5. The **Effective Date** will default to the next day at 12:01AM EST. If needed, enter a new **Effective Date** in the input or select the calendar icon to select a date.

Figure 123: Revision Activation Confirmation Date Calendar

The screenshot shows a modal window titled "SEOC will be activated as of 12:01AM (EST) on the date specified" with a close button (X) in the top right. Below the title is a label "Effective Date (required)" and a text input field containing "01/20/2021" with a calendar icon to its right. A blue "Cancel" button is located to the left of the date field. Below the date field is a calendar for "January 2021". The calendar has navigation arrows (left and right) and a header with the month and year. The days of the week are listed as Su, Mo, Tu, We, Th, Fr, Sa. The dates are arranged in a grid: 1-31. The date "20" is highlighted in blue. The background of the page is partially visible, showing a table with columns like "e Providers" and "Co", and rows with labels like "Special" and "School".

SEOC will be activated as of 12:01AM (EST) on the date specified

Effective Date (required)

01/20/2021

Cancel

January 2021

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

6. Select **Confirm Activation**. A confirmation message will display. The **Date Hold Status** will display in the upper-right-hand corner of the page.

Figure 124: Revision Will be Activated Message

The screenshot shows the VA Community Care SEOC Administrator interface. At the top, there's a navigation bar with the VA logo and 'COMMUNITY CARE' text. Below this, the user is logged in as 'Emergent-Urgent Care' with the version 'lwseoc1_January 1.0.4'. A green banner at the top of the main content area displays a checkmark icon and the message 'SEOC will be activated on 01-20-2021'. Below the banner, the following details are listed: 'Effective Date: 01-20-2021', 'Category of Care: EMERGENCY CARE', 'REV: No', 'Pre-certification Required: No', and 'QASP: General Care'. A 'Description' section states: 'This authorization covers services associated with all medical care listed below for the referred condition indicated on the consult.' The 'Duration' is '1 days'. At the bottom, there's a 'Procedural Overview' section with a row of buttons: 'RETURN TO SEOC LIST', 'REVERT SEOC TO IN-PROGRESS', 'EDIT DATE HOLD SEOC', 'EDIT EFFECTIVE DATE', 'CREATE IN-PROGRESS REVISION', and 'PRINT SEOC'. A 'TRACK VERSION CHANGES' button is located below the 'PRINT SEOC' button. The status 'Date Hold' is visible in the top right corner.

7. Select **Return to SEOC List**. The pending revision that you just activated will display as **Date Hold** in the list of SEOCs.

NOTE: The *Revision* will remain in *Date Hold* status and the previous *SEOC* will remain in *Active* status until 12:01 AM EST on the specified *Effective Date*. At that time, the *Revision* will change to *Active* status and the previous *SEOC* will change to *Discontinued* status.

4.8.3. Revert a Date Hold SEOC Back to In-Progress

If you need to revert the selected SEOC to In-Progress, follow the steps listed below:

1. From the SEOC Admin home page, select the **Date Hold SEOC** you would like to revert to **In-Progress**.
2. Select **View Selected SEOC**, the **View SEOC** page displays.
3. Select **Revert SEOC to In-Progress**. The **Confirm Revert SEOC to In-Progress** dialog will display.

Figure 125: Confirm Revert SEOC to In-Progress

The screenshot shows a dialog box with a blue border. At the top, there's a blue banner with a white 'X' icon and the text 'SEOC will be reverted back to In-Progress'. Below the banner, there are two blue buttons: 'Cancel' on the left and 'Confirm' on the right.

4. Select **Confirm**. The SEOC will be reverted to **In-Progress** and a confirmation message will display.

Figure 126: SEOC Reversed to In-Progress Message

The screenshot shows a web browser window with the VA Community Care SEOC Administrator interface. The page title is "View SEOC: lwseoc1_January". The user is logged in as "Admin". The page displays a confirmation message: "SEOC has been reversed back to In-Progress". Below the message, the SEOC details are shown: "Effective Date:", "Category of Care: EMERGENCY CARE", "REV: No", "Pre-certification Required: No", "QASP: General Care", "Description: This authorization covers services associated with all medical care listed below for the referred condition indicated on the consult.", "Duration: 1 days", and "Procedural Overview: lwseoc1 po". At the bottom, there are five buttons: "RETURN TO SEOC LIST", "ACTIVATE SEOC", "EDIT", "DELETE SEOC", and "TRACK VERSION CHANGES".

NOTE: The confirmation message can be dismissed by selecting the X button.

4.9. Date Hold SEOC

4.9.1. Create a Date Hold SEOC

To create a Date Hold status for an In-Progress SEOC, follow the steps listed below:

1. From the SEOC Admin home page, select the SEOC with an In-Progress status you would like to edit.

NOTE: SEOC allows you to create multiple Date Hold documents for the same SEOC version.

2. Select **View Selected SEOC**, the **View SEOC** page displays.
3. Select **Activate SEOC**. The **Activate SEOC** dialog box displays.

Figure 127: Activate SEOC

SEOC will be activated as of 12:01AM (EST) on the date specified

Effective Date (required)

11/06/2021

Cancel Confirm Activation

4. In the **Effective Date** field, enter or select the calendar icon to select a date. The SEOC will be activated as of 12:01 AM EST on the date specified.

Figure 128: Activate Confirmation Calendar

SEOC will be activated as of 12:01AM (EST) on the date specified

Effective Date (required)

11/06/2021

Cancel

← November 2021 →

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

5. Select **Confirm Activation**. The **View SEOC** page displays with the SEOC activation date.

Figure 129: Activation Status

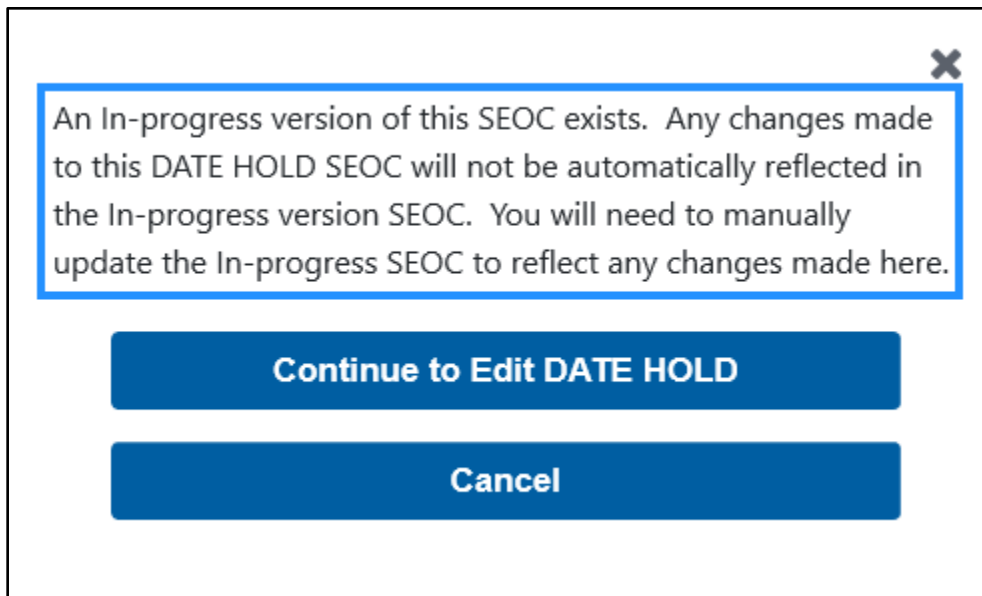
The screenshot displays the VA Community Care SEOC Administrator interface. At the top left is the VA Community Care logo. To its right, the user is logged in as 'testa5678' with the role 'Audiology' and version '1.27.1'. A 'Logout' link is in the top right corner. Below the header, the status 'SEOC ADMINISTRATOR' and 'VERSION' are shown. A green banner with a checkmark icon states 'SEOC will be activated on 11-30-2021'. To the right of this banner, the status 'Date Hold' is displayed. The main content area lists details for the SEOC: 'Effective Date: 11-30-2021', 'Category of Care: AUDIOLOGY', 'REV: No', 'Pre-certification Required: Yes', 'QASP: Complementary & Integrative HC Services', 'Description: This authorization covers services associated with all medical care listed below for the referred condition indicated on the consult.', 'Duration: 365 days', 'Procedural Overview: testing', and 'Disclaimer:'. At the bottom, there are five buttons: 'RETURN TO SEOC LIST', 'REVERT SEOC TO IN-PROGRESS', 'EDIT DATE HOLD SEOC', 'EDIT EFFECTIVE DATE', and 'CREATE IN-PROGRESS REVISION'. A 'PRINT SEOC' button is located at the bottom right.

4.9.2. Edit Date Hold SEOC

To edit a SEOC that is currently marked as Date Hold, follow the steps listed below:

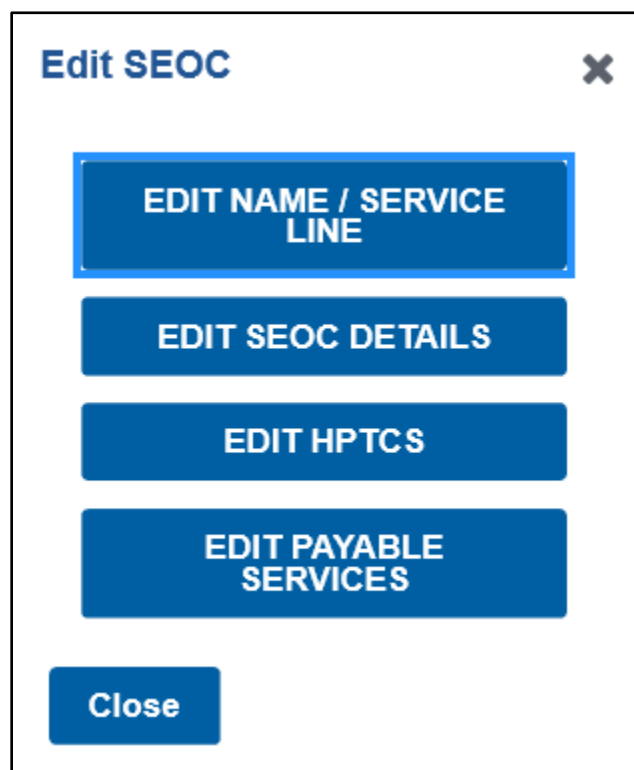
6. From the SEOC Admin home page, select the SEOC with a Date Hold status you would like to edit.
7. Select **View Selected SEOC**, the **View SEOC** page displays.
8. Select **Edit Date Hold SEOC**. The **Edit Date Hold SEOC** dialog box displays.

Figure 130: Edit Date Hold SEOC Dialog Box



9. Select **Continue to Edit Date Hold**. The **Edit SEOC** dialog box displays.

Figure 131: Edit SEOC Dialog Box



10. Navigate to **Edit Name/Service Line**, **Edit SEOC Details**, **Edit HPTCS**, and **Edit Payable Services** to make the needed edits.

NOTE: If invalid characters are used when editing the Date Hold SEOC, the Date Hold Invalid Characters Error Message will display at the top of the page. You must correct the issues before proceeding.

Figure 132: Date Hold Invalid Characters Error Message

The screenshot shows a web browser window with the VACare SEOC Administrator interface. The page title is "Edit SEOC Name and Service Line". The user is logged in as "Admin". The page displays a "Date Hold" status for the SEOC. An error message is shown at the top: "Correct the following before proceeding: SEOC Name has invalid characters: ~ ^ & \$ £". The "SEOC Name" field contains the text "msnseoc1 fgadf~@#\$%^&*(>`\$£". The "Service Line" dropdown menu is set to "Audiology". At the bottom of the page, there are three buttons: "RETURN TO SEOC LIST", "EDIT DATE HOLD SEOC", and "VIEW SEOC".

11. Select **View SEOC**. The **View SEOC** page displays with the Date Hold edits.

4.9.3. Edit Effective Date of Date Hold SEOC

To edit the activation date on a Date Hold SEOC without reverting to an In-Progress status, follow the steps listed below:

1. From the SEOC Admin home page, select the SEOC with a Date Hold status that you would like to edit.
2. Select **View Selected SEOC**, the **View SEOC** page displays.

Figure 133: View SEOC

The screenshot shows a web browser window with the URL "View SEOC: msnseoc1 1.4.1". The page header includes the VA Community Care logo and a "Logout" link. The main content area displays the following information:

- SEOC ADMINISTRATOR:** Audiology
- VERSION:** msnseoc1 1.4.1
- Effective Date:** 05-01-2021
- Category of Care:** AUDIOLOGY
- REV:** No
- Pre-certification Required:** Yes
- QASP:** Complementary & Integrative HC Services
- Description:** This authorization covers services associated with all medical care listed below for the referred condition indicated on the consult.
- Duration:** 1 days
- Procedural Overview:** po1
- Disclaimer:**
- Additional Information:**

At the bottom of the page, there are six buttons: "RETURN TO SEOC LIST", "REVERT SEOC TO IN-PROGRESS", "EDIT DATE HOLD SEOC", "EDIT EFFECTIVE DATE", "CREATE IN-PROGRESS REVISION", and "PRINT SEOC". A "Date Hold" link is also visible in the top right corner.

3. Select **Edit Effective Date**. The **Effective Date** dialog box displays.

Figure 134: Effective Date Dialog Box

The dialog box has a title bar with a close button (X). The main text reads: "SEOC will be activated as of 12:01AM (EST) on the date specified". Below this, the label "Effective Date (required)" is followed by a text input field containing "01/20/2021" and a calendar icon. At the bottom, there are two buttons: "Cancel" and "Confirm Activation".

4. The **Effective Date** will default to the next day at 12:01AM EST. If needed, enter a new **Effective Date** in the field or select the calendar icon to select a date.

Figure 135: SEOC Activation Confirmation Calendar

SEOC will be activated as of 12:01AM (EST) on the date specified

Effective Date (required)

01/20/2021

Cancel

January 2021

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

5. Select **Confirm Activation**. A confirmation message will display. The **Date Hold** status will display in the upper-right-hand corner of the page.

Figure 136: Date Hold Effective Date Update Confirmation

The screenshot displays the VA Community Care SEOC Administrator interface. At the top, the browser address bar shows the URL for viewing SEOC msnseoc1 1.4.1. The page header includes the VA Community Care logo, the user role 'SEOC ADMINISTRATOR', the category 'Audiology', and the SEOC version 'msnseoc1 1.4.1'. A 'Logout' link and '(Admin)' status are visible in the top right. A 'Date Hold' button is located in the upper right corner. A green confirmation banner at the top states 'SEOC will be activated on 01-21-2021'. Below this, the 'Effective Date' is listed as 01-21-2021, the 'Category of Care' as AUDIOLOGY, 'REV' as No, 'Pre-certification Required' as Yes, and 'QASP' as Complementary & Integrative HC Services. The 'Description' states that the authorization covers services associated with all medical care listed below for the referred condition indicated on the consult. The 'Duration' is 1 day, and the 'Procedural Overview' is po1. At the bottom, there are six buttons: 'RETURN TO SEOC LIST', 'REVERT SEOC TO IN-PROGRESS', 'EDIT DATE HOLD SEOC', 'EDIT EFFECTIVE DATE', 'CREATE IN-PROGRESS REVISION', and 'PRINT SEOC'.

View SEOC: msnseoc1 1.4.1

VA COMMUNITY CARE

SEOC ADMINISTRATOR Audiology
VERSION msnseoc1 1.4.1

Logout
(Admin)

Date Hold

✓ SEOC will be activated on 01-21-2021

Effective Date: 01-21-2021

Category of Care: AUDIOLOGY

REV: No

Pre-certification Required: Yes

QASP: Complementary & Integrative HC Services

Description:
This authorization covers services associated with all medical care listed below for the referred condition indicated on the consult.

Duration: 1 days

Procedural Overview:
po1

RETURN TO SEOC LIST REVERT SEOC TO IN-PROGRESS EDIT DATE HOLD SEOC EDIT EFFECTIVE DATE CREATE IN-PROGRESS REVISION PRINT SEOC

Appendix A: Troubleshooting

Users may encounter the following errors while using the SEOC UI.

Table 2: SEOC Error Codes with Descriptions

Error Code	Description
204	No Content Found
401	Unauthorized
403	Forbidden
404	Not Found

Appendix B: Acronyms and Abbreviations

Acronym	Definition
API	Application Program Interface
CC	Care Coordination
CCAD	Community Care Agile Development
CPRS	Computerized Patient Record System
CPT	Current Procedural Terminology
HSRM	HealthShare Referral Manager
EO	Enterprise Operations
JSON	JavaScript Object Notification
MVC	Model-View-Controller
NSD	National Service Desk
OIT	Office of Information and Technology
PHI	Protected Health Information
PII	Personally Identifiable Information
PIV	Personal Identification Verification
REST	Representational State Transfer
SEOC	Standardized Episode of Care
SQL	Structured Query Language
SSOI	Single Sign-On Integration
UI	User Interface
VA	Department of Veterans Affairs
VDL	VA Software Document Library
VIP	Veteran-focused Integrated Process
VistA	Veterans Health Information Systems and Technology Architecture

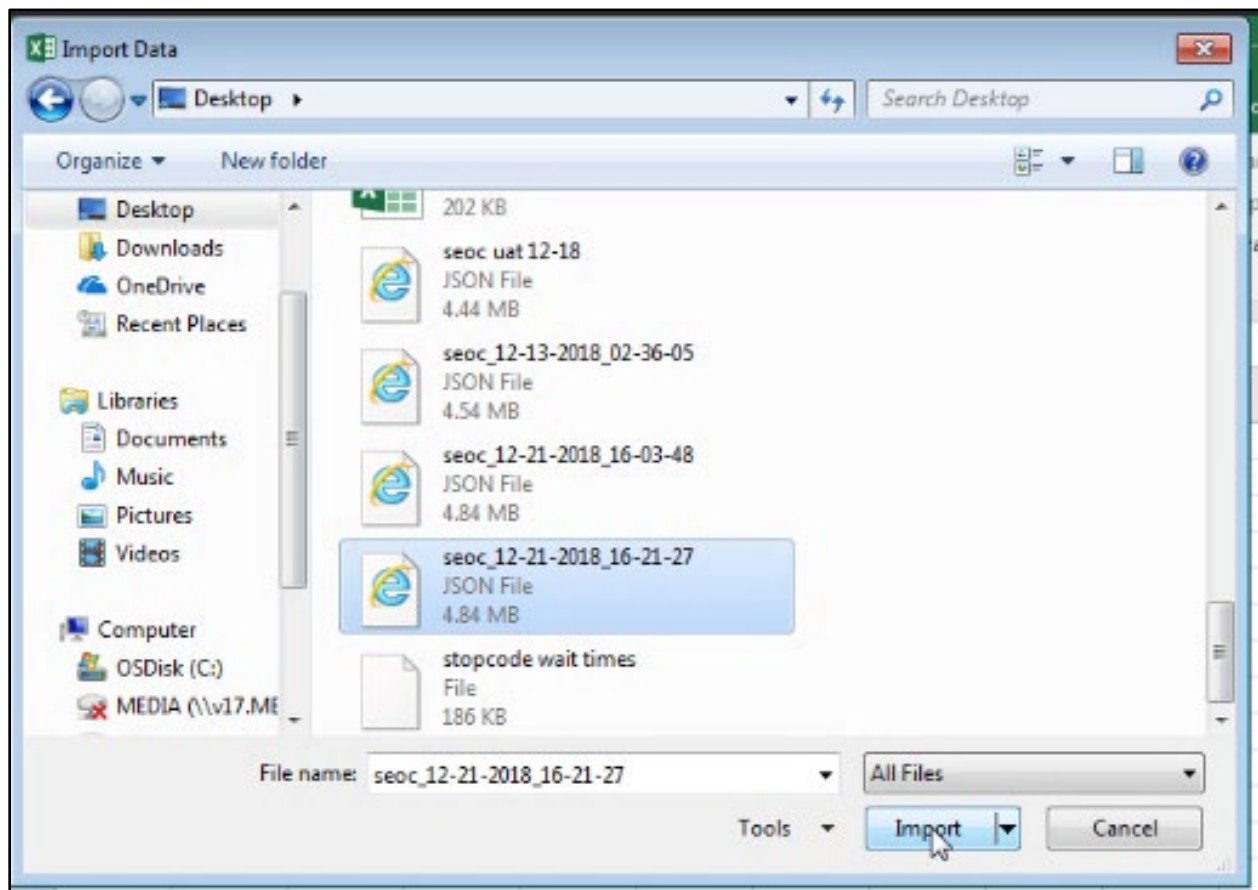
Appendix C: JSON Instructions

NOTE: The steps outlined below are for Excel 2016.

To convert the SEOC JSON file to an Excel file, follow the steps listed below:

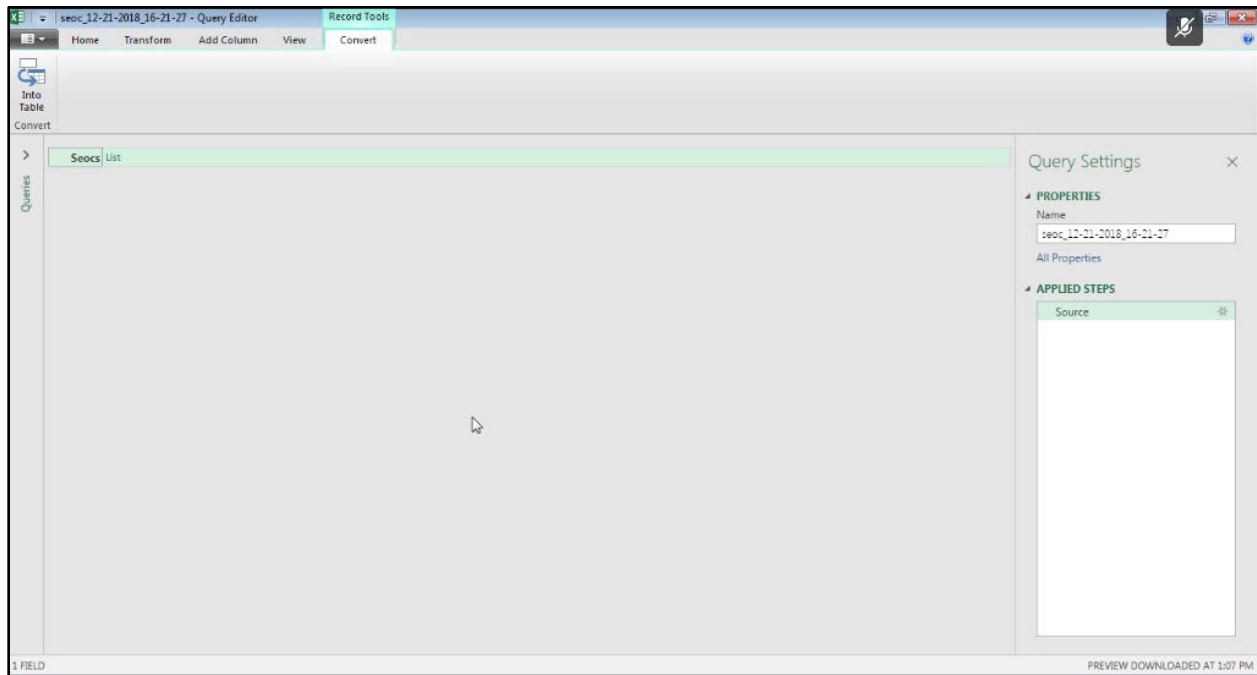
1. Select to download the SEOC JSON file. The Internet Explorer File Download Prompt displays at the bottom of the window.
2. From the **Save** menu, select **Save as**. The **Save As** window displays.
3. Select to download the file to the Desktop and select **Save**.
4. Open a blank workbook in Excel 2016.
5. Select the **Data** tab, then **Get Data > From File > From JSON**. The **Import Data** window displays.

Figure 137: Import Data Window



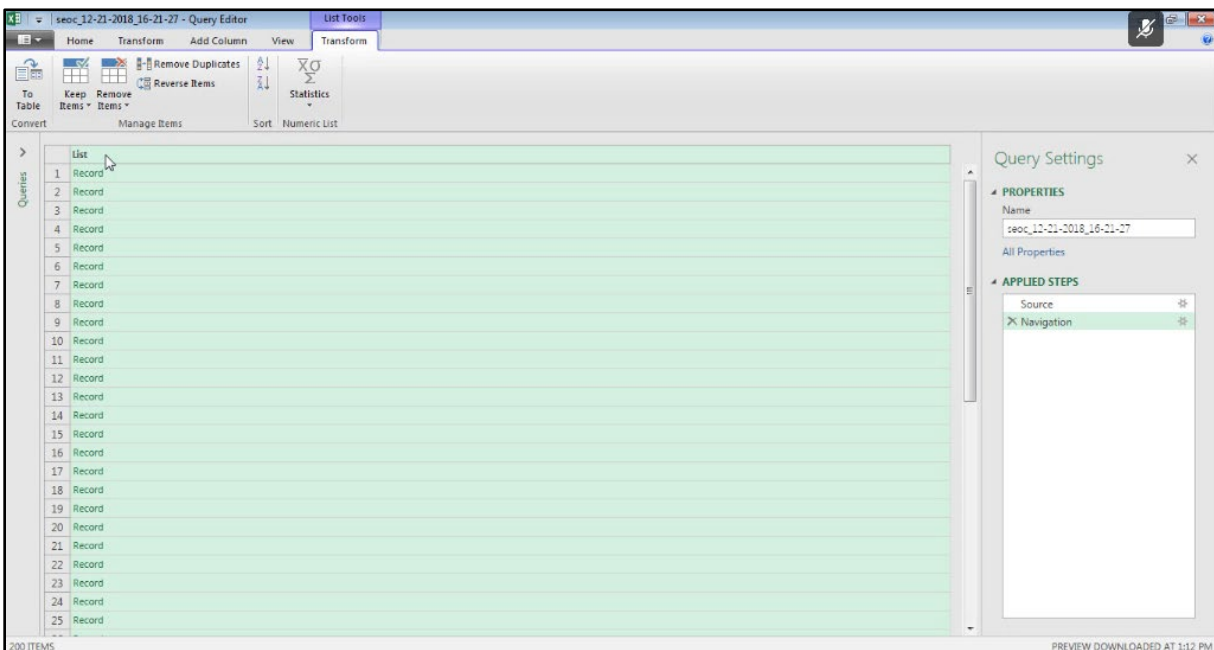
6. Select the JSON file you downloaded and select **Import**. Excel will open the file in the Query Editor.

Figure 138: Query Editor



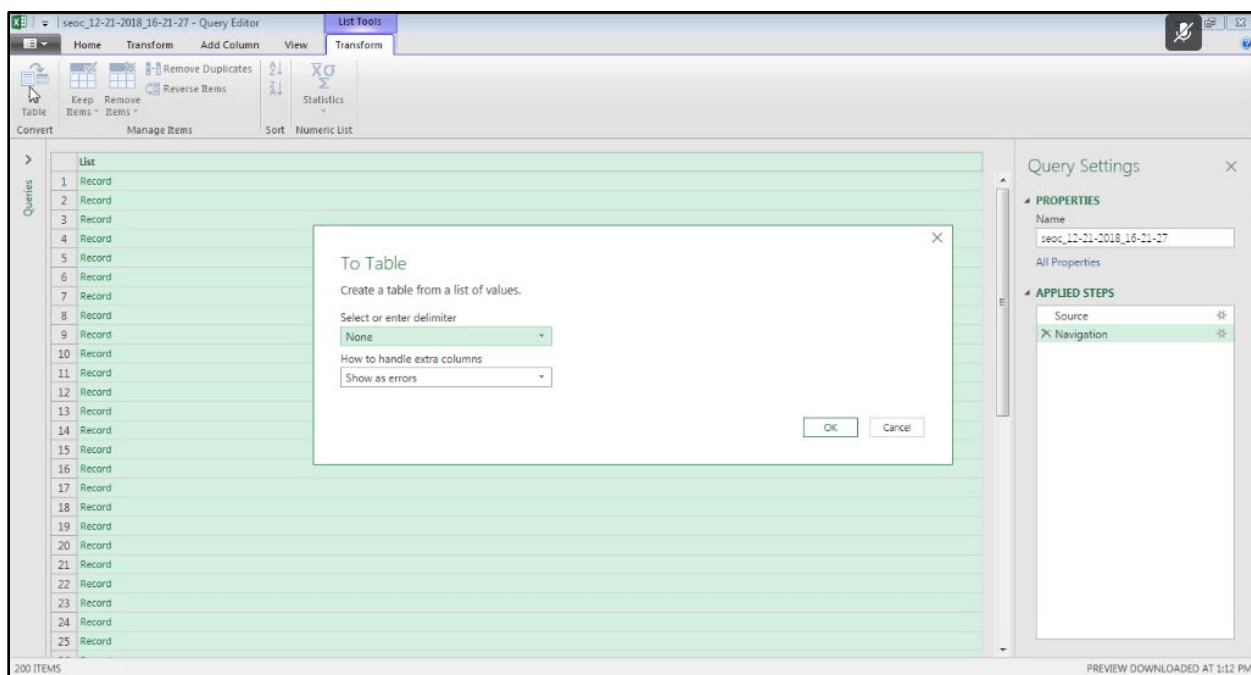
7. Select the **List** header to the right of **Seocs** to display a list of records.

Figure 139: List of Records



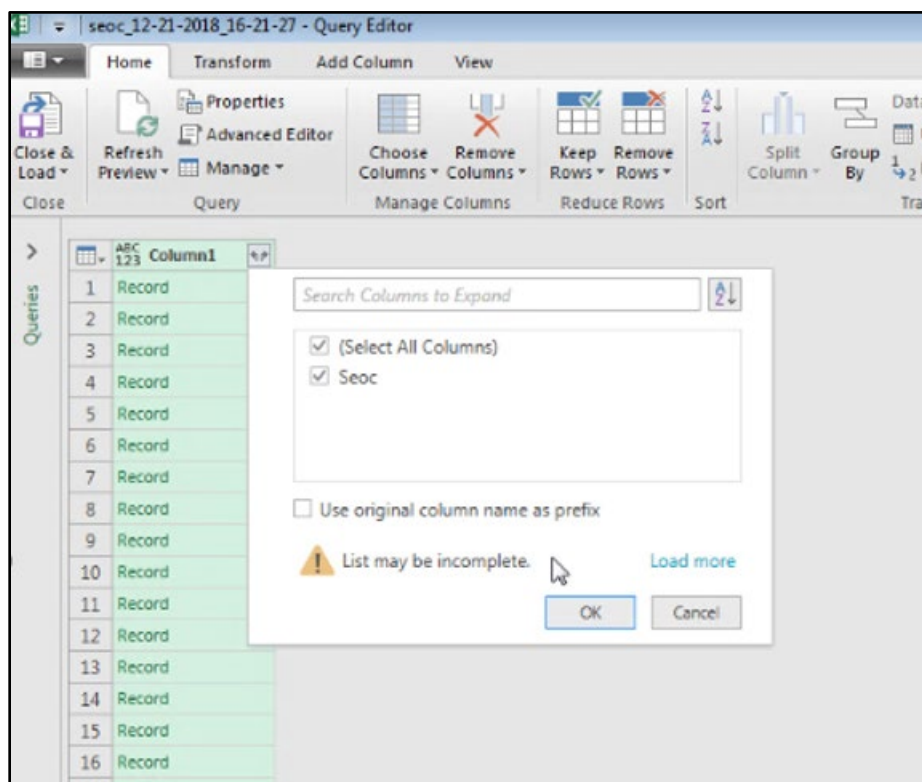
8. From the **Transform** tab, select the **Convert To Table** icon and select **OK**. The **To Table** dialog box displays.

Figure 140: To Table Dialog Box



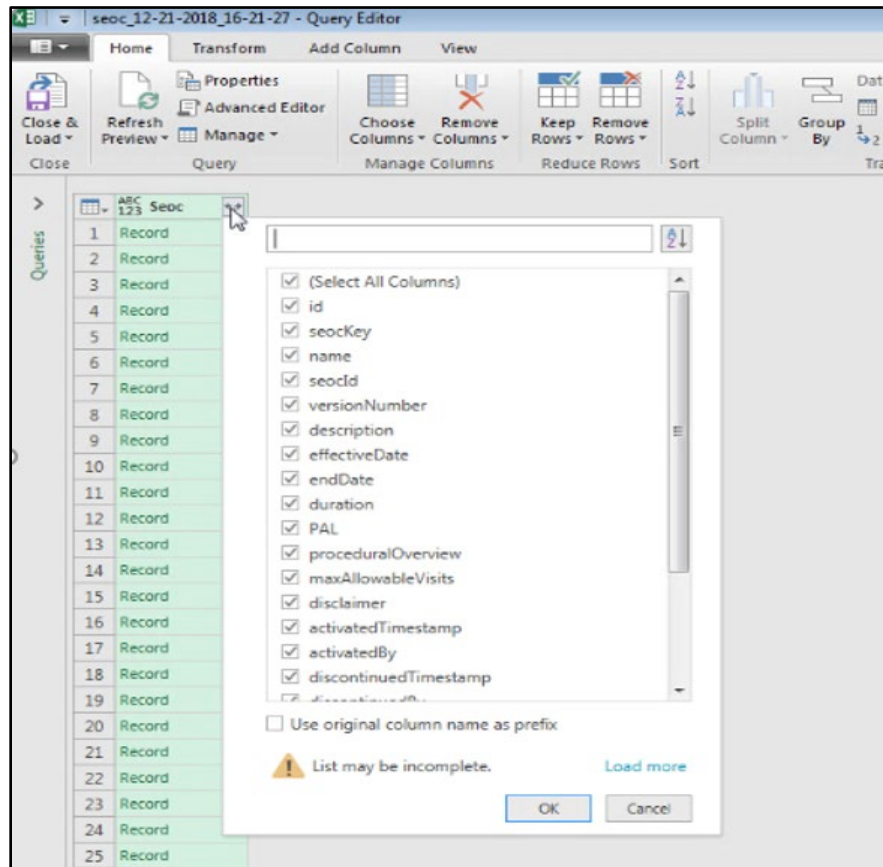
9. From the **To Table** dialog box keep the default selections and select **OK**.
10. Select on the expand icon (<-||->) to the right of the **Column1** header to display the **Search Columns to Expand** dialog box.

Figure 141: Search Columns to Expand Dialog Box



11. De-select the **Use original column name as prefix** check box.
12. Select **OK**.
13. Select on the expand icon (<-||->) to the right of the **Seoc** header to display the **Search Columns to Expand** dialog box.

Figure 142: Search Columns to Expand



14. Uncheck the **Use original column name as prefix** check box.
15. Select **OK**. The fields in the SEOC table will be expanded to columns as shown below.

Figure 143: Expanded SEOC Fields

id	seocKey	name	seocid	version/number
166	113	Pulmonary Bronchoscopy	MSC_PULMONARY BRONCHOSCOPY_1.1.2	1.1.2
45	115	Radiation Therapy	MSC_RADIATION THERAPY_1.0.1_PRCT	1.0.1
90	109	Outpatient Maintenance Hemodialysis Services	MSC_OUTPATIENT MAINTENANCE HEMODIALYSIS SERVICES_1.6.1_PR...	1.6.1
211	155	SEOC_Space_NL	TRA_SEOC_SPACE_NL_1.0.1_PRCT	1.0.1
79	77	Nephrology Referral and Evaluation of Kidney Disease	MSC_NEPHROLOGY REFERRAL AND EVALUATION OF KIDNEY DISEASE_...	1.4.1
100	155	Minimund Care	SEC_MINIMUND CARE_1.0.1_PRCT	1.0.1

23 COLUMNS, 200 ROWS

PREVIEW DOWNLOADED AT 1:31 PM

16. Scroll right to the **services** column, select on the expand icon, and select **Expand to New Rows** to display the records.

Figure 144: Expand to New Rows Menu Option

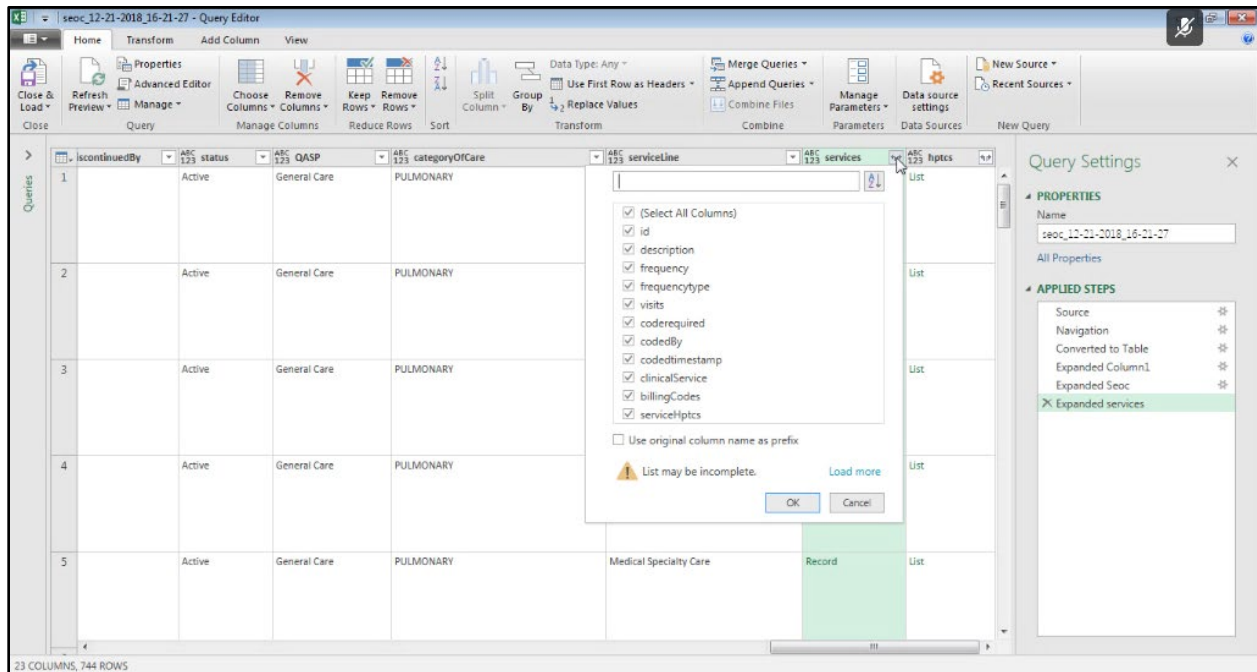
iscontinuedBy	status	QASP	categoryOfCare	serviceLine	services	aptcs
	Active	General Care	PULMONARY	Medical Specialty Care	List	List
	Active	General Care	RADIATION THERAPY	Medical Specialty Care	List	List
	Active	General Care	DIALYSIS	Medical Specialty Care	List	List
	Active	Primary Care	TRANSPORTATION	Transportation	List	List
HOLTE	Discontinued	General Care	NEPHROLOGY	Medical Specialty Care	List	List
		General Care	MINIMUND CARE	Minimund Specialty Care	List	List

23 COLUMNS, 200 ROWS

PREVIEW DOWNLOADED AT 1:31 PM

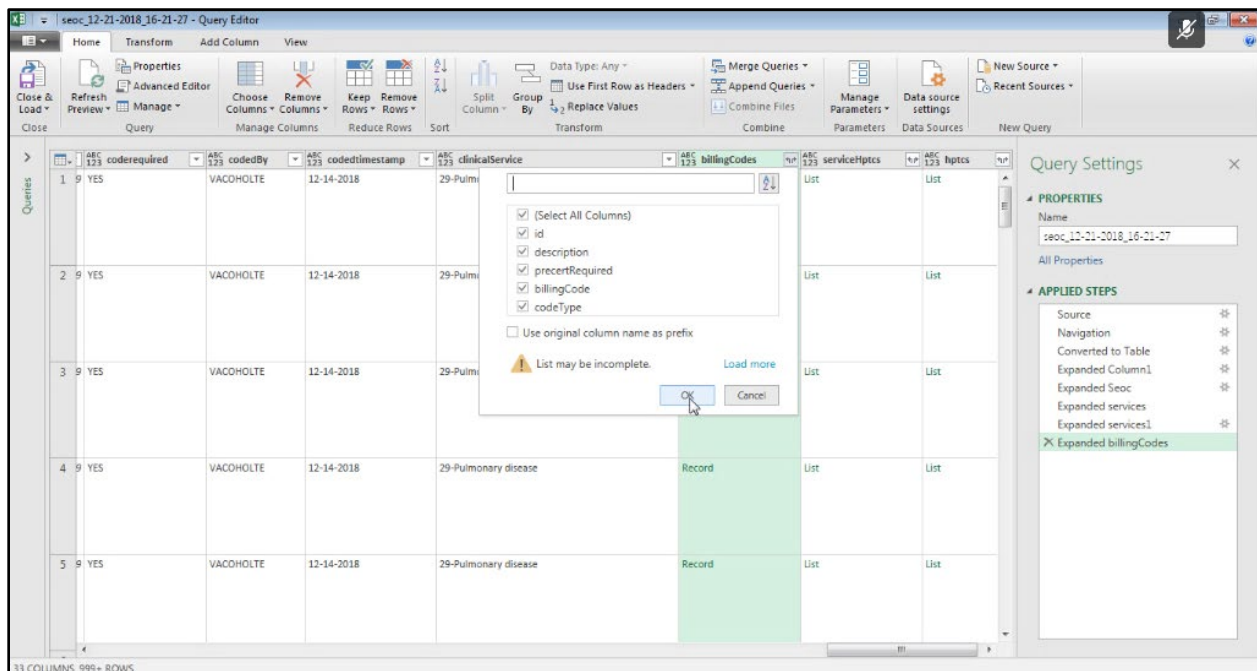
17. Select the expand icon again and press **OK** to expand the Payable Services fields into columns.

Figure 145: Payable Services Columns



18. Scroll right to the **billingCodes** column and repeat the last two steps to expand the **Billing Code** fields into columns.

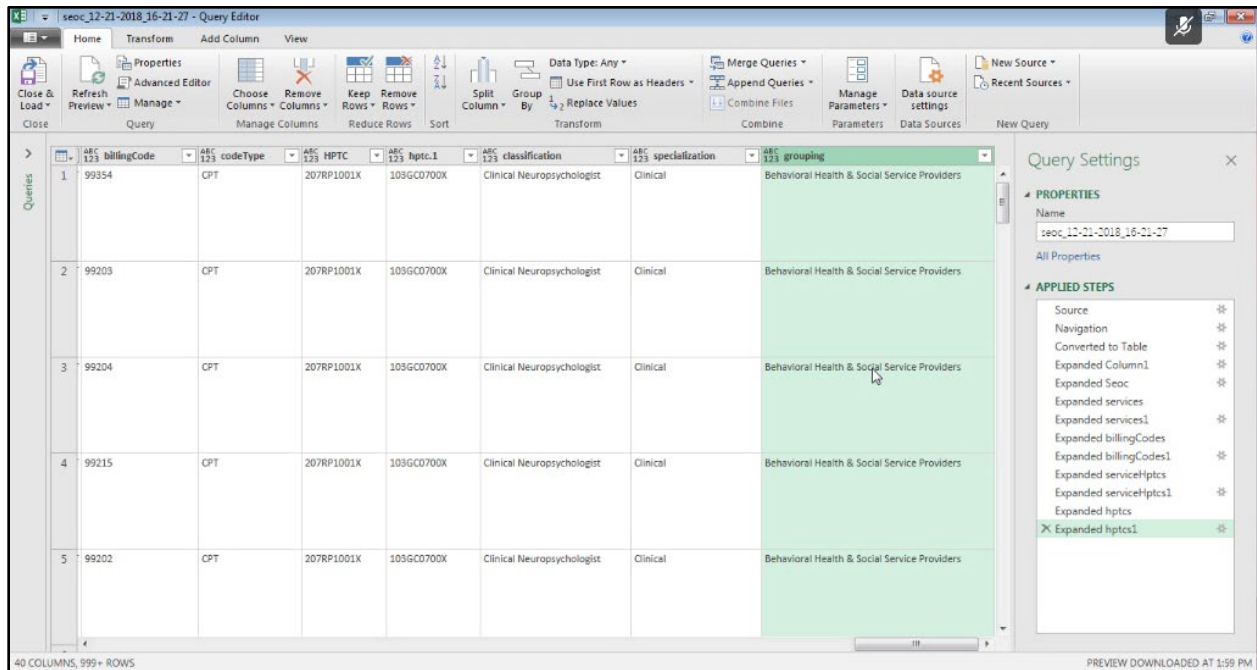
Figure 146: Billing Code Columns



19. Optional - Repeat the last two steps again for the serviceHptcs column if you want to see the cross-walked HPTCs that are sent for each Payable Service.

20. Scroll right and repeat the last two steps again for the hptcs column to expand the HPTC fields that were assigned to each SEOC.

Figure 147: Expanded HPTC Fields



21. Select the **Close & Load** option at the left of the ribbon to create load the imported data into a spreadsheet tab.

Figure 148: Imported Data

